Fast Track 2+2/386®

2000 Series
Drive-Thru Timer System

User Guide

Fast Track 386
®
2+2
Drive-Thru Timer

R 02/02

PHASE RESEARCH

3500 W. Moore Avenue, Suite M
Santa Ana, CA 92704
(714) 850-1320 or Fax: (714) 850-1502
www.phaseresearch.com
email - fasttrack@phaseresearch.com

SET PARAMETERS WORKSHEETS

SET PARAMETERS WORKSHEET SAMPLE

Sheet 1

Store Header
Store: **FAST BURGER**
Number: **1234**
Manager: **JONES**
Phone: **(123) 456-7889**
Modem: **(123) 456-7890**
City: **ANY TOWN**

STORE HOURS
1st day of 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	X			
Daypart	X		X	X
Shift	X			
Daily		X	X	X

Report @ **CLOSE + 00:15** or
time=

Header	ON	PEC	OFF
Targets	ON	AUTO	ON

Remote Display

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

Flash avg **DAILY**

SET PARAMETERS WORK SHEET 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 <=	**:10**	**0**	**N**
F >	**:10**	**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

Store Header
Store: ____________________
Number: ____________________
Manager: ____________________
Phone: ____________________
Modem: ____________________
City: ____________________

STORE HOURS
1st day of 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 @ `CLOSE +` __________ or
`time=` __________

Header ________ PEC ________
Targets ________ AUTO ________

Remote Display

Remote #1 ____________________
Remote #2 ____________________
Remote #3 ____________________
Remote #4 ____________________
Remote #5 ____________________
Remote __% ____________________

Flash avg ____________

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

DAYPARTS AND SHIFTS RECORD

DATE: ____________________

Dayparts

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

Shifts

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1														
2														
3														
4														

NOTES:

TABLE OF CONTENTS

1 INTRODUCTION 1-1
1-1 General 1-1
1-2 Elements of a Fast Track 2+2/386 2000 Series Timer 1-1
1-3 Features 1-3
1-4 Using The Fast Track 2+2/386 2000 Series Timer 1-4
1-5 Using this Manual 1-5
2 OPERATION 2-1
2-1 General 2-1
2-2 Principles of Operation 2-1
2-2.1 Multiple Vehicles 2-4
2-3 Electrical Power 2-4
2-4 Remote Displays 2-5
2-5 LED Status Lights 2-6
2-6 Keypad 2-7
2-7 Thermal Printer 2-9
3 SCREENS 3-1
3-1 General 3-1
4 ACTIVITY SCREEN 4-1
4-1 Activity 4-1
5 VIEW CONFIGURATION SCREEN 5-1
5-1 View Configuration Screens 5-1
6 VIEW PERIODS SCREEN 6-1
6-1 View Periods 6-1
7 VIEW TARGET TIMES SCREEN 7-1
7-1 View Target Times 7-1
8 MENU SCREEN 8-1
8-1 Menu 8-1
9 REMOVE CAR 9-1
9-1 Remove Car 9-1

Fast Track 2+2 and Fast Track 2+2/386
are trademarks of Phase Research
© 1999 Phase Research

10 RESET LOOP 10-1
- 10-1 Reset Loop 10-1

11 PRINT HEADER SCREEN 11-1
- 11-1 Print Store Header 11-1

12 MANUAL REPORTS 12-1
- 12-1 Manual Reports 12-1
  - 12-1.1 Daily, Weekly, and Monthly Reports 12-2
    - 12-1.1.1 Daily Reports 12-3
    - 12-1.1.2 Weekly Reports 12-6
    - 12-1.1.3 Monthly Reports 12-9
  - 12-1.2 Hourly and Custom Reports 12-12
  - 12-1.3 Daypart and Shift Reports 12-14
    - 12-1.3.1 Daypart Reports 12-14
    - 12-1.3.2 Shift Reports 12-17
  - 12-1.4 Year to Date Reports 12-20
  - 12-1.5 Car by Car Reports 12-22
    - 12-1.5.1 Car by Car Reports by Station 12-22
    - 12-1.5.2 Car by Car Reports by Time and Date 12-24

13 PARAMETERS PROGRAMMING 13-1
- 13-1 Parameters Programming 13-1
  - 13-1.1 Assign Access Codes 13-3
  - 13-1.2 Time/Store Hours 13-6
  - 13-1.3 Store Heading 13-8
  - 13-1.4 Set Dayparts 13-10
  - 13-1.5 Set Shifts 13-12
  - 13-1.6 Set Targets 13-14
  - 13-1.7 Set Printer Options 13-17
  - 13-1.8 Set Remote Display Options 13-20
  - 13-1.9 Set Remote Addressing 13-23
  - 13-1.10Night Manager 13-24
    - 13-1.10.1 Show Event Detail 13-26
    - 13-1.10.2 Show Event Counts 13-28

14 DIAGNOSTICS SCREENS 14-1
- 14-1 Diagnostics 14-1

15 RESET MEMORY 15-1
- 15-1 Reset Memory 15-1

PRINTER REPORT TAPES A1-1

DEFINITIONS OF TERMS A2-1

TROUBLESHOOTING A3-1
SET PARAMETERS WORKSHEETS A4-1
INDEX A5-1

SECTION 1 - INTRODUCTION

1-1 General

The Fast Track 2+2/386 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

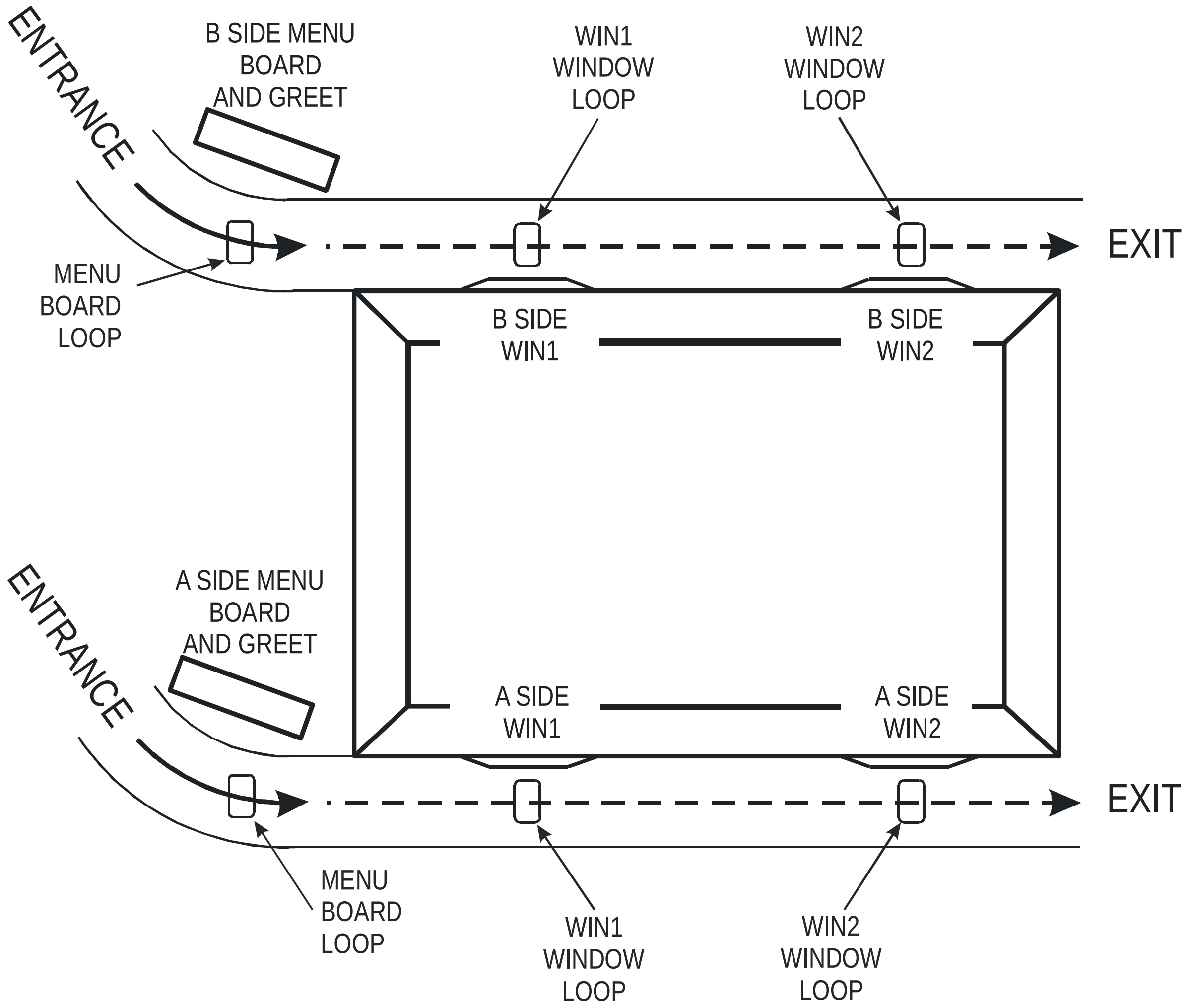
1-2 Elements of a Fast Track 2+2/386 2000 Series Timer

A Timer consists of the following elements:

- A Main Console with:
    - a Liquid Crystal Display (LCD)
    - Status Lights for monitoring eight stations
    - a Thermal Printer
    - 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 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+2/386 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.


ENTRANCE
B SIDE MENU BOARD AND GREET
WIN1 WINDOW LOOP
WIN2 WINDOW LOOP
EXIT
MENU BOARD LOOP
B SIDE WIN1
B SIDE WIN2
ENTRANCE
A SIDE MENU BOARD AND GREET
A SIDE WIN1
A SIDE WIN2
EXIT
MENU BOARD LOOP
WIN1 WINDOW LOOP
WIN2 WINDOW LOOP

1-3 Features

The Fast Track 2+2/386 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).
    - Time display can be set to ***seconds only*** or ***minutes and seconds*** (default setting).
    - Time display can be set for 12-hour ***AM*** and ***PM*** (default setting), or 24-hour ***Military*** time.
    - Daylight Savings Time can be set ***ON*** (default setting) or ***OFF***.
    - 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+2/386 2000 Series 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] to display the Clear Memory screen.

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.

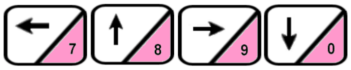
This manual will show you how to use these powerful tools.

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.

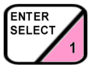
You will find the following symbols and characters used throughout this manual:

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



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.



SECTION 2 - OPERATION

2-1 General

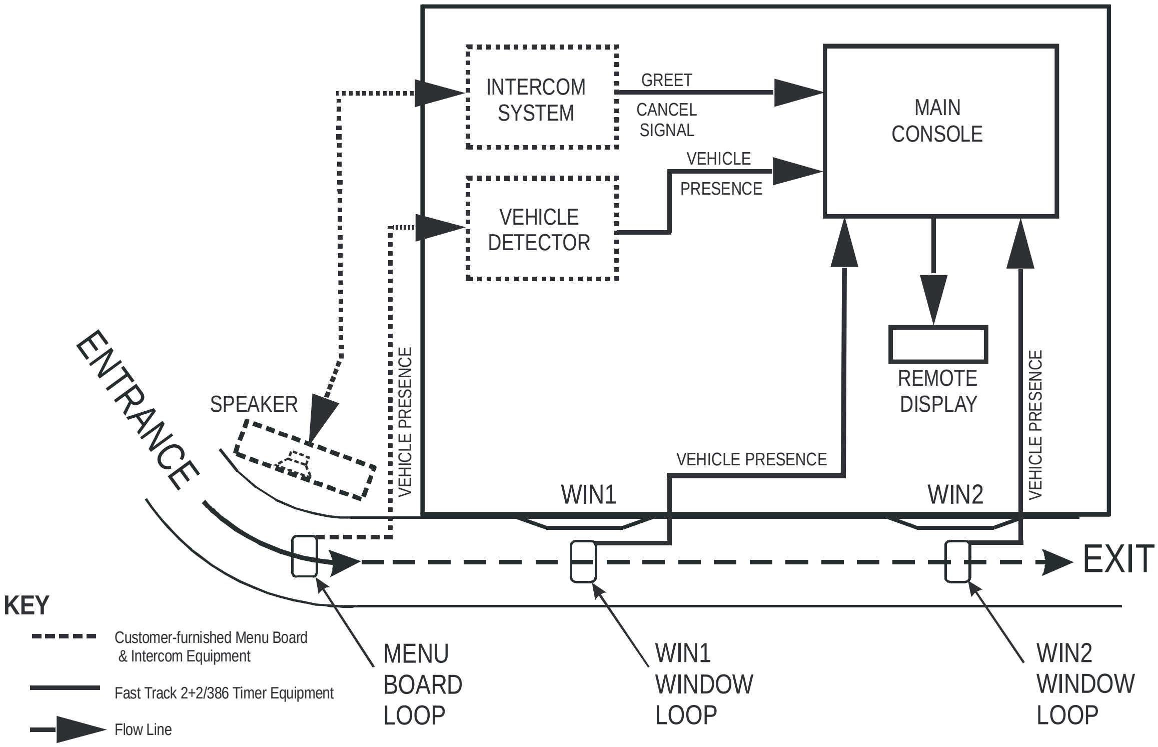
The Fast Track 2+2/386 2000 Series Timer operates automatically with a minimum of operator attention, updating the data on its Activity screen and Remote Displays, and printing regularly scheduled automatic reports.

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+2/386 2000 Series Timer (for a single lane drive-thru) is pictured below:

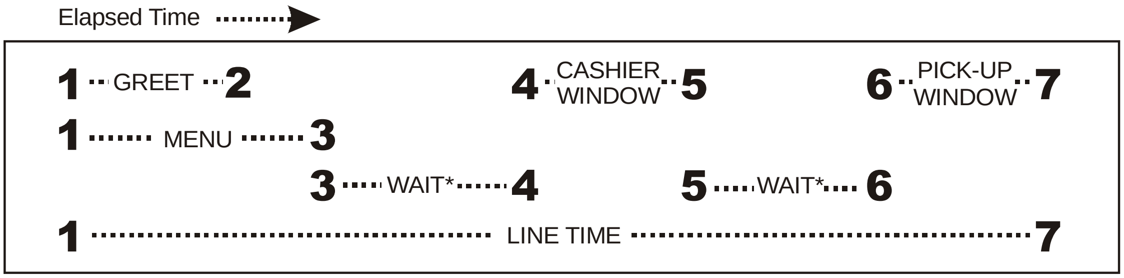
NOTE: Though this example depicts a “typical,” simple system, the Fast Track 2+2/386 can be configured for virtually any other drive-thru restaurant setup.


INTERCOM SYSTEM
GREET
CANCEL SIGNAL
MAIN CONSOLE
VEHICLE PRESENCE
VEHICLE DETECTOR
ENTRANCE
SPEAKER
VEHICLE PRESENCE
REMOTE DISPLAY
VEHICLE PRESENCE
VEHICLE PRESENCE
WIN1
WIN2
EXIT
KEY
Customer-furnished Menu Board & Intercom Equipment
Fast Track 2+2/386 Timer Equipment
Flow Line
MENU BOARD LOOP
WIN1 WINDOW LOOP
WIN2 WINDOW LOOP

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.

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


Elapsed Time
1 GREET 2
4 CASHIER WINDOW 5
6 PICK-UP WINDOW 7
1 MENU 3
3 WAIT* 4
5 WAIT* 6
1 LINE TIME 7

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

2-2.1 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 by a power cord to a 110 VAC power outlet.

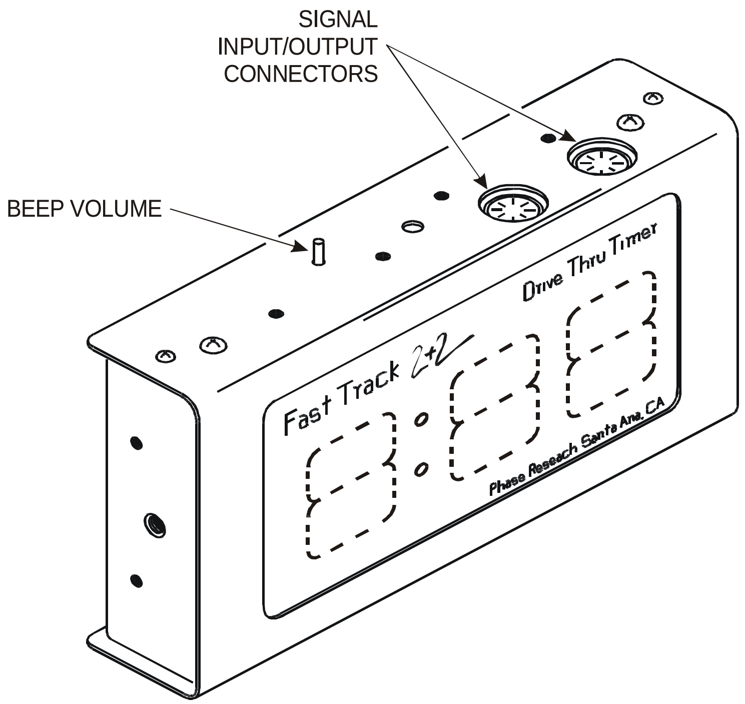
WHEN POWER RETURNS AFTER ANY INTERRUPTION,
THE FAST TRACK 2+2/386 2000 SERIES TIMER TESTS ITSELF, ITS THERMAL PRINTER,
AND ANY ATTACHED REMOTE DISPLAYS.

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 “Set Remote Display Options” on page 13-20.
- Show the average event time for a selected time period (indicated by flashing mode). See “Set Remote Display Options” on page 13-20.
- Show the same information on more than one Display (example: one Remote for your cashier and customers, and another for your cooks). See “Set Remote Display Options” on page 13-20.
- Communicate information through audible beeps (example: a car arrives at a station). The beep volume can be adjusted up or down as desired. See “Set Targets” on page 13-14.

The Sixth Remote Display is a Two-Color Special Percentage Remote that may be Programmed to:

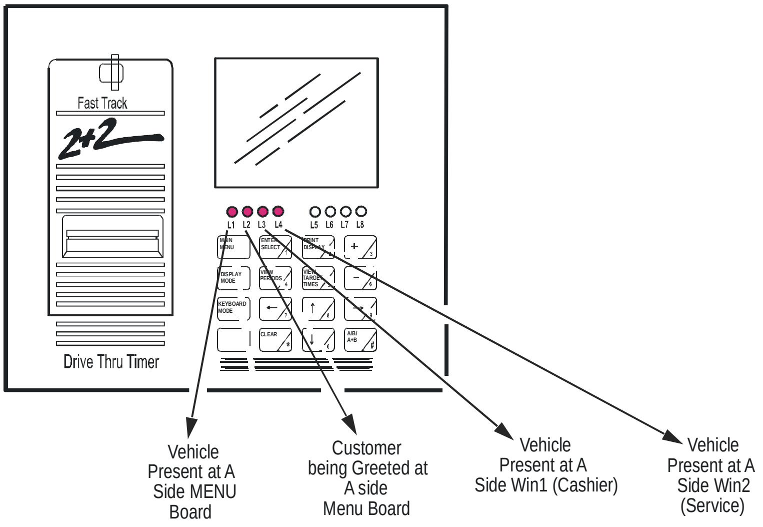
- Show the percentage of cars that satisfy the A-grade target time on any selected event. See “Set Remote Display Options” on page 13-20.

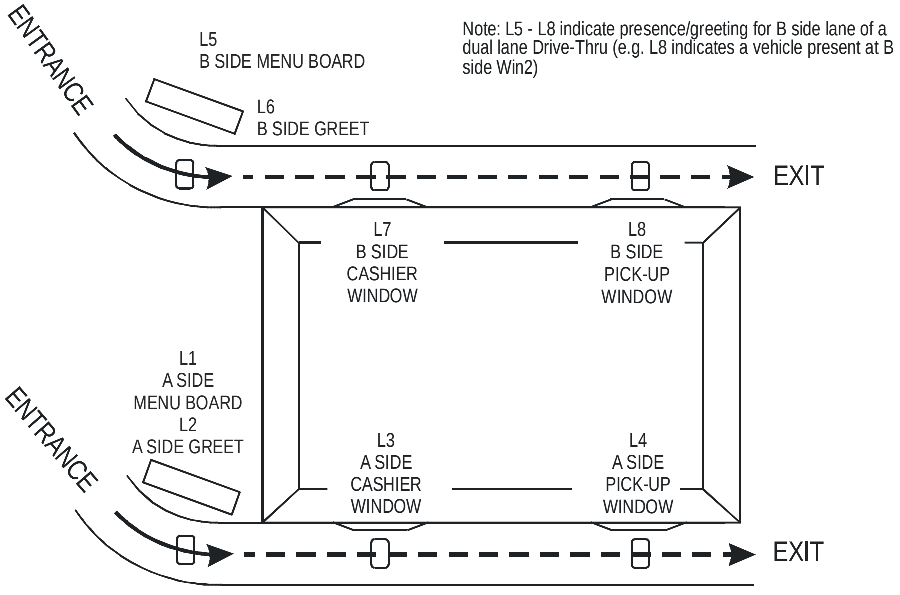
2-5 LED Status Lights

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.

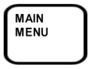

Fast Track
2+2
Drive Thru Timer
L1 L2 L3 L4
L5 L6 L7 L8
Vehicle Present at A Side MENU Board
Customer being Greeted at A side Menu Board
Vehicle Present at A Side Win1 (Cashier)
Vehicle Present at A Side Win2 (Service)


ENTRANCE
L5
B SIDE MENU BOARD
L6
B SIDE GREET
Note: L5 - L8 indicate presence/greeting for B side lane of a dual lane Drive-Thru (e.g. L8 indicates a vehicle present at B side Win2)
EXIT
L7
B SIDE
CASHIER
WINDOW
L8
B SIDE
PICK-UP
WINDOW
L1
A SIDE
MENU BOARD
L2
A SIDE GREET
ENTRANCE
L3
A SIDE
CASHIER
WINDOW
L4
A SIDE
PICK-UP
WINDOW
EXIT

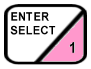
2-6 Keypad

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

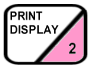
The keys and their basic functions are described below:



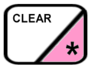
Returns to the previous screen. Repeatedly pressing this key returns to the Activity screen.



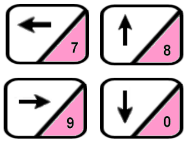
Selects a menu option. Also used to move to the next screen in a sequence and for confirming selections.



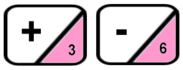
Prints a copy of the display screen.



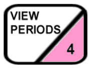
Clears settings during programming. Also used to stop printing process, as well as advancing the printer tape by one line.



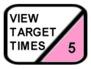
Move the cursor. The cursor is a blinking underline option for data entry fields.



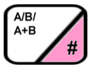
Used for changing settings on the Timer’s screens.



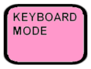
Displays the dayparts and shifts settings.



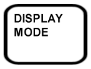
Displays one event showing the percentage of service times meeting performance goals.



Toggles displays to show data from different drive-thru lanes.



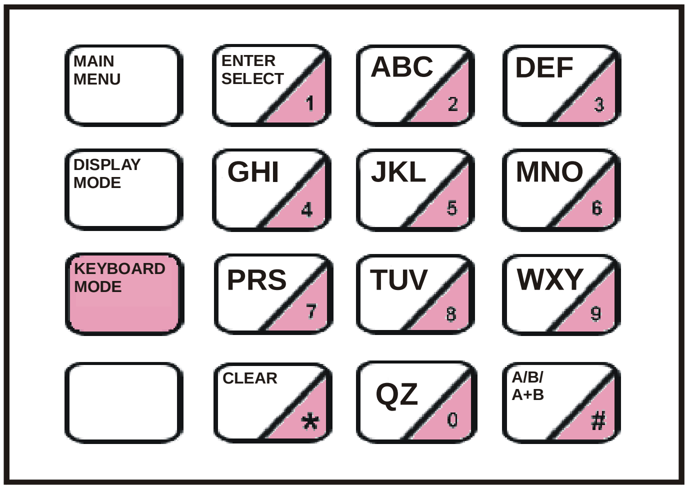
Used for screens requiring alphanumeric data entry. Moves cursor in <Keyboard Mode>.



Returns keyboard to standard behavior.

EACH KEY PERFORMS SPECIAL FUNCTIONS DEPENDING ON 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>.


MAIN MENU
ENTER SELECT
1
ABC
2
DEF
3
DISPLAY MODE
GHI
4
JKL
5
MNO
6
KEYBOARD MODE
PRS
7
TUV
8
WXY
9
CLEAR
*
QZ
0
A/B/ A+B
#

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

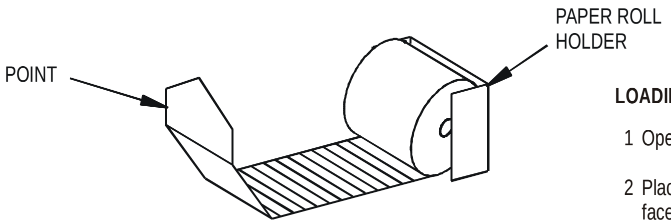
2-7 Thermal Printer

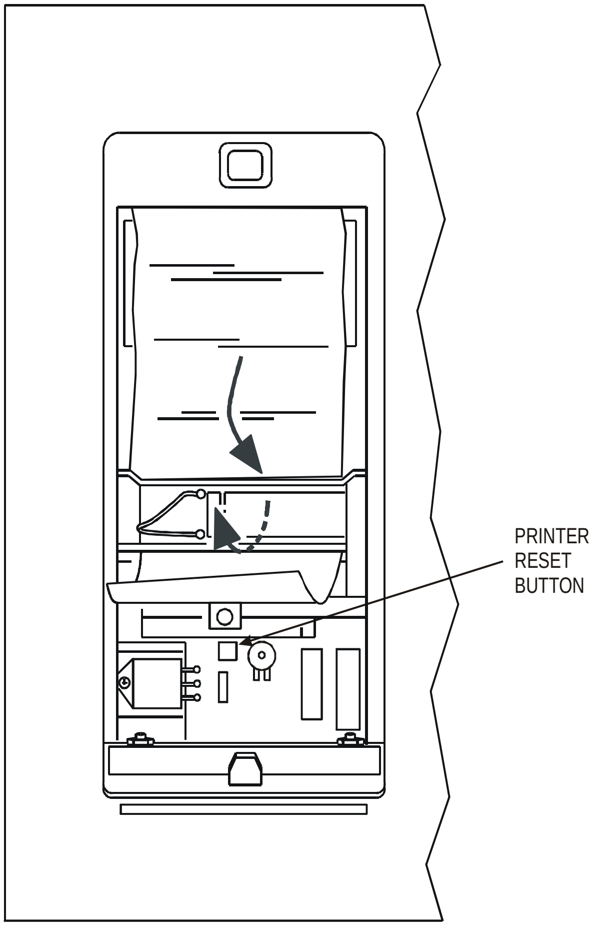
The Thermal Printer prints reports and logs significant events that occur during the Timer's operation, both automatically as scheduled and manually as desired.

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

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

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.





LOADING PROCEDURE:

1 Open printer door.

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

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

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

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

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

IF PAPER JAMS:

1 Carefully cut paper where it enters printer.

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

3 Reset printer by pressing the 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.

THIS PAGE IS INTENTIONALLY LEFT BLANK

SECTION 3 - SCREENS

3-1 General

This section describes the Fast Track 2+2/386 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+2/386 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+2/386 2000 Series Timer screen is briefly summarized below:

Activity Screen	"Home Base" for the Timer's operation
View Periods	Shows current daypart and shift settings
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	Use 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:

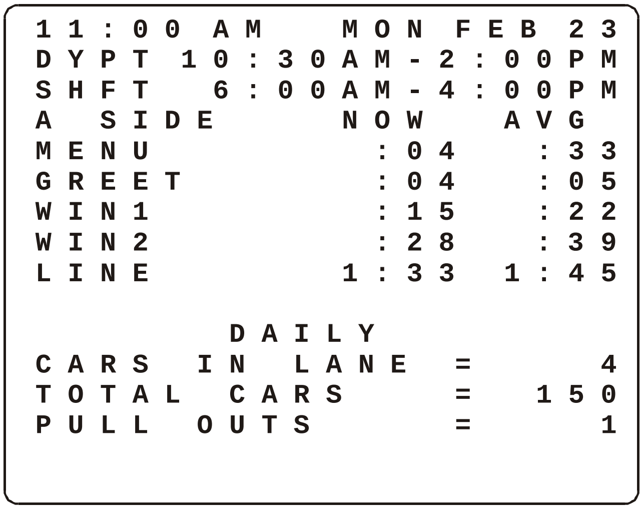
- The starting point is the Activity screen (See “Activity” on page 4-1).
- Some screens and actions require a password.
- Some screens are accessed from menu screens, from which you select an option that takes you to another screen.

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.



```
11:00 AM   MON FEB 23
DYPT 10:30AM-2:00PM
SHFT  6:00AM-4:00PM
A SIDE     NOW   AVG
MENU        :04   :33
GREET       :04   :05
WIN1        :15   :22
WIN2        :28   :39
LINE       1:33  1:45

      DAILY
CARS IN LANE  =    4
TOTAL CARS    =  150
PULL OUTS     =    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+2/386 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 daypart (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 daypart settings and shift settings.

Press VIEW TARGET TIMES 5 to view target settings and compare actual performance to target goals.

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 5 - VIEW CONFIGURATION SCREEN

5-1 View Configuration Screens

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press MAIN MENU to open Menu screen.
2. Press ↓ 0 to move cursor to [DRIVE-THRU CONFIG].
3. Press A/B/ A+B # to view the Main and Alternate Configurations.

```
11:00 AM   MON  FEB  23
*MAIN**CONFIG**MAIN*

DRIVEOFF  max  =    40
DRIVEOFF  min  =    15
DSPPRD          =  DAILY
*MORE*

**ALT**CONFIG**ALT**

DRIVEOFF  max  =    40
DRIVEOFF  min  =    15
DSPPRD          =  DAILY
*MORE*

ALT/ENABLE          =  OFF
```

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. This feature can also be used in *other* scenarios. To use Alt Config, contact your local technician or call ***Phase Research*** customer service.

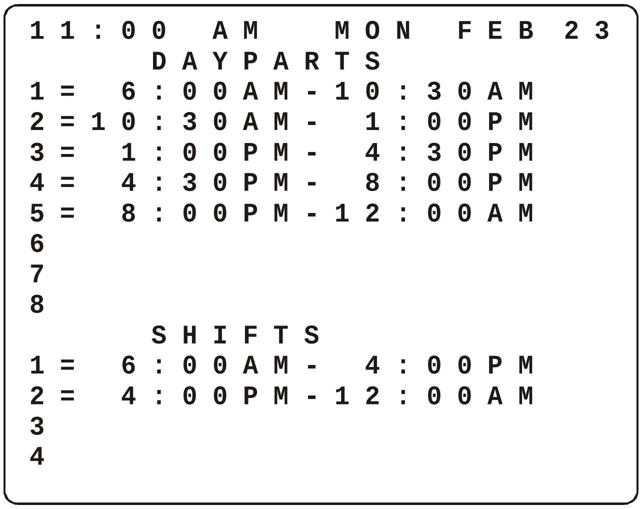
SECTION 6 - VIEW PERIODS SCREEN

6-1 View Periods

This is a view-only screen that shows the current daypart and shift settings. The actual programming is set on another screen (see “PARAMETERS PROGRAMMING” on page 13-1).

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press VIEW PERIODS 4.



```
11:00 AM  MON FEB 23
    DAYPARTS
1= 6:00AM-10:30AM
2=10:30AM- 1:00PM
3= 1:00PM- 4:30PM
4= 4:30PM- 8:00PM
5= 8:00PM-12:00AM
6
7
8
    SHIFTS
1= 6:00AM- 4:00PM
2= 4:00PM-12:00AM
3
4
```

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

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 “ACTIVITY SCREEN” on page 4-1):

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

```
11:00 AM   MON FEB 23

 VIEW = DAILY

TARGET= TOTAL

  TIME    #CARS
A=  :30       75   50%
B=1:00        15   10%
C=1:30        30   20%
D=2:00        15   10%
F=>D          15   10%

<+OR->SCROLLS EVENT
<MAIN MENU> TO EXIT
```

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.

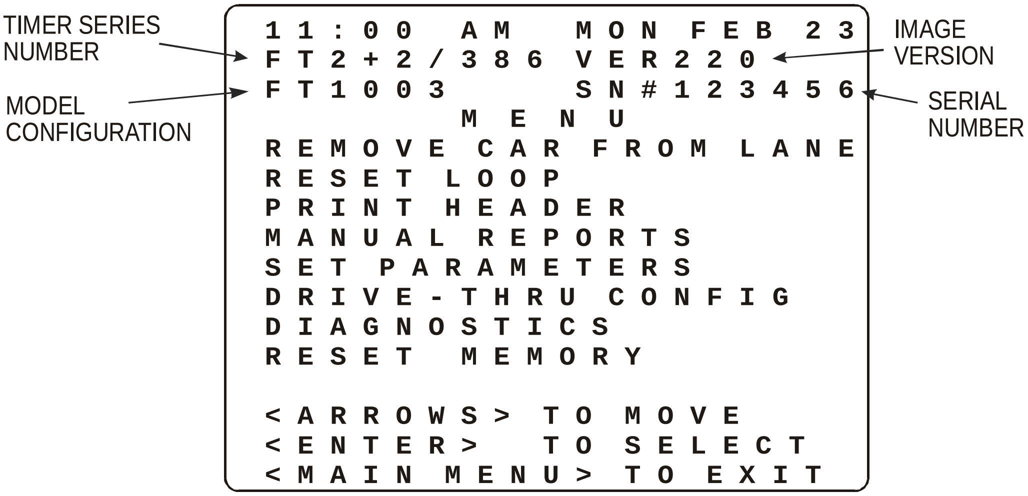
   Reminder: Press MAIN MENU to return to the Activity screen.

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 on page 13-14.)

SECTION 8 - MENU SCREEN

8-1 Menu

The Menu screen displays information about your Fast Track 2+2/386 system, including menu options and instructions for accessing features.



```
11:00  AM   MON FEB  23
FT2+2/386   VER220
FT1003      SN#123456
      M E N U
REMOVE CAR FROM LANE
RESET LOOP
PRINT HEADER
MANUAL REPORTS
SET PARAMETERS
DRIVE-THRU CONFIG
DIAGNOSTICS
RESET MEMORY

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

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

From ACTIVITY Screen (see “ACTIVITY SCREEN” on page 4-1):

1. Press MAIN MENU.

A blinking underline (cursor) shows the currently selected menu line.

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

■ [REMOVE CAR FROM LANE]	Section 9
■ [RESET LOOP]	Section 10
■ [PRINT HEADER]	Section 11
■ [MANUAL REPORTS]	Section 12
■ [SET PARAMETERS]	Section 13
■ [DIAGNOSTICS]	Section 14
■ [RESET MEMORY]	Section 15

SECTION 9 - REMOVE CAR

9-1 Remove Car

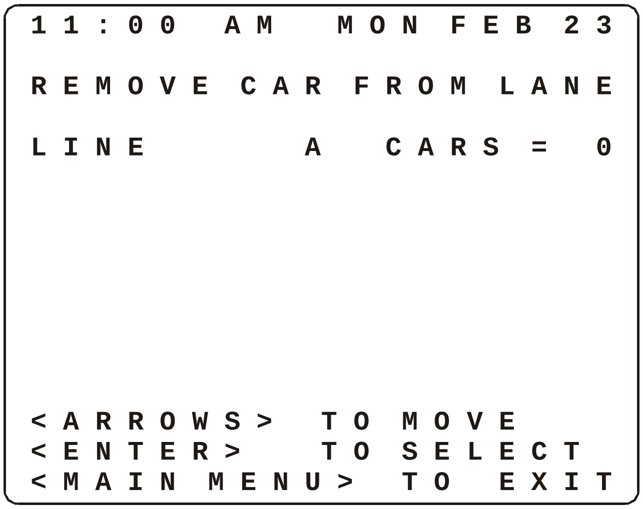
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

The Remove Car screen lets you manually synchronize the Fast Track 2+2/386 2000 Series Timer. You will rarely need this option, however, as the Timer normally synchronizes itself.

From MENU Screen (see “MENU SCREEN” on page 8-1). The cursor 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.



```
11:00 AM  MON FEB 23

REMOVE CAR FROM LANE

LINE      A  CARS =  0





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

3. Press → 9 ↑ 8 ← 7 ↓ 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).

THIS PAGE IS INTENTIONALLY LEFT BLANK

SECTION 10 - RESET LOOP

10-1 Reset Loop

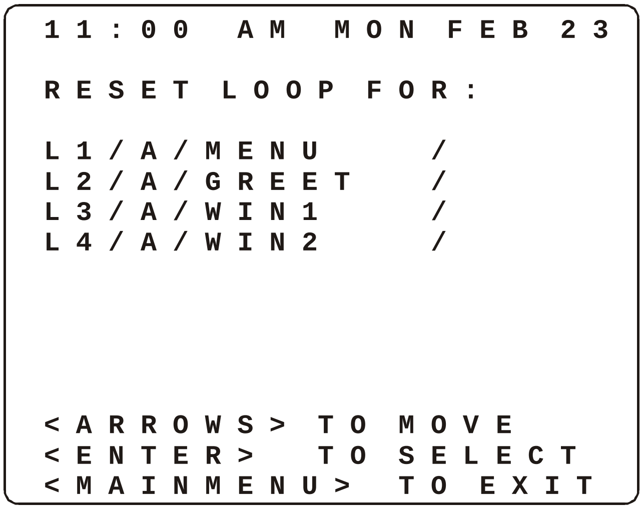
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

This screen lets you manually reset an internal Fast Track 2+2/386 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 on a particular detection point. Example: L4 is on, the Timer is running, but no cars are in the drive-thru lane(s). Generally, L1 and L2 – when used for Menu and Greet – cannot be reset from the Fast Track Timer.

From MENU Screen (see "MENU SCREEN" on page 8-1):

1. Press ↓ 0 to move cursor to [RESET 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.



```
11:00 AM MON FEB 23

RESET LOOP FOR:

L1/A/MENU      /
L2/A/GREET     /
L3/A/WIN1      /
L4/A/WIN2      /




<ARROWS> TO MOVE
<ENTER>  TO SELECT
<MAINMENU> TO EXIT
```

4. Press ↓ 0 to move to the station you want to adjust.

5. Press ENTER SELECT 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+2/386 2000 Series Timer to print the Store Header information. (The Menu will remain displayed during printing.)

From MENU Screen (see “MENU SCREEN” on page 8-1):

1. Press ↓ 0 to move cursor down to [PRINT HEADER].
2. Press ENTER SELECT 1. The printer now generates a Store Header (see example following).

```
01:30 AM        MON FEB 23

STORE: FAST BURGER
NUMBER:  222
MANAGER:  JONES
PHONE:(714)850-1320
MODEM:(714)850-1502
CITY: SANTA ANA
    DISPLAY MODE
```

Customize the Print Header format above with your particular store’s Header information using the [MAIN MENU][SET PARAMETERS][HEADING] screen (see “Store Heading” on page 13-8). The Print Header report is useful for labeling a report tape in a multiple store operation, distinguishing it from reports produced at other stores.

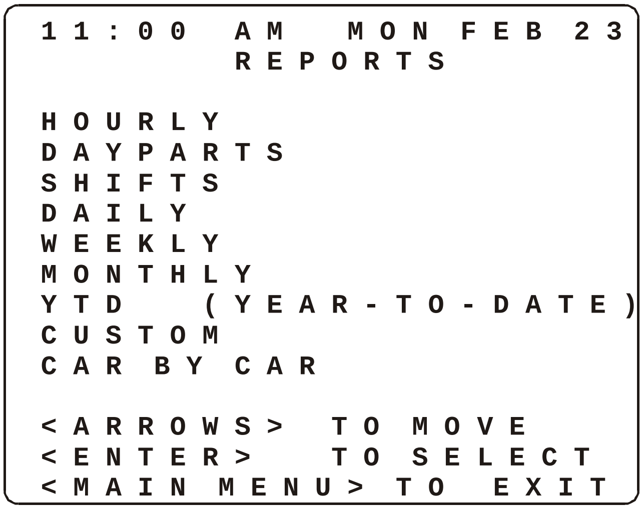
SECTION 12 - MANUAL REPORTS

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+2/386 2000 Series Timer.

From MENU Screen:

1. Press ↓ 0 to move cursor to [MANUAL REPORTS].
2. Press ENTER SELECT 1. You are now in the Manual Reports screen.



```
11:00  AM   MON FEB 23
            REPORTS

HOURLY
DAYPARTS
SHIFTS
DAILY
WEEKLY
MONTHLY
YTD    (YEAR-TO-DATE)
CUSTOM
CAR BY CAR

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

3. Press ↓ 0 to move to the desired report type.
4. Press ENTER SELECT 1 to view the desired report. The following pages of this section provide instructions to set up, 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 “MANUAL REPORTS” on page 12-1):

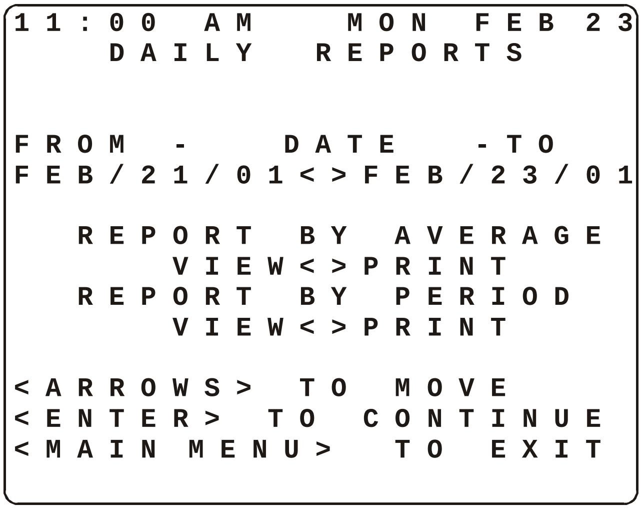
1. Press [↓/0] to move cursor to [DAILY].
2. Press [ENTER SELECT/1]. You are now in the Daily Reports screen.
3. Press [↓/0] to move cursor to the desired day(s).
4. Press [+/3] to select or [-/6] to deselect a specific day (you may select one or more days). An X appears to the right of each row selected for reporting.

```
11:00 AM   MON FEB 23
       DAILY
 FEB  23          X
 FEB  22          X
 FEB  21
 FEB  20
 FEB  19
 FEB  18
 FEB  17
 FEB  16
 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] 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 Daily Reports will be produced.



```
11:00 AM    MON  FEB 23
   DAILY  REPORTS


FROM -   DATE   -TO
FEB/21/01<>FEB/23/01

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

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

NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

6. Press →9 ↑8 ←7 ↓0 to move the cursor 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 cursor 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.

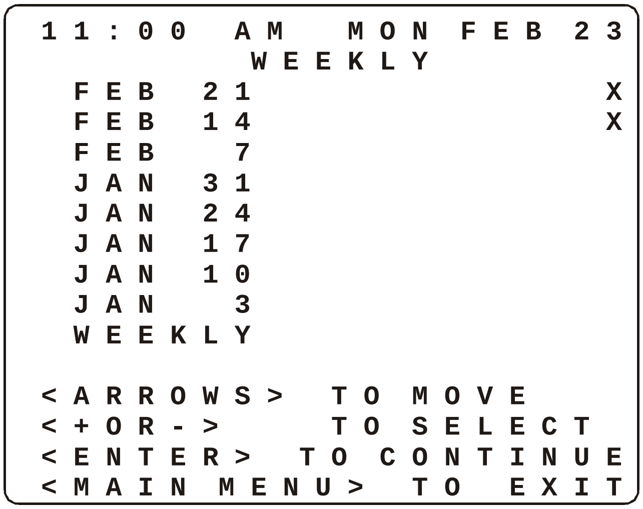
12. Press + 3 - 6 to cycle through individual period reports when viewing reports for more than one period.

12-1.1.2 Weekly Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press ↓ 0 to move cursor to [WEEKLY].
2. Press ENTER SELECT 1. You are now in the Weekly Reports screen.
3. Press ↓ 0 to move cursor 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.

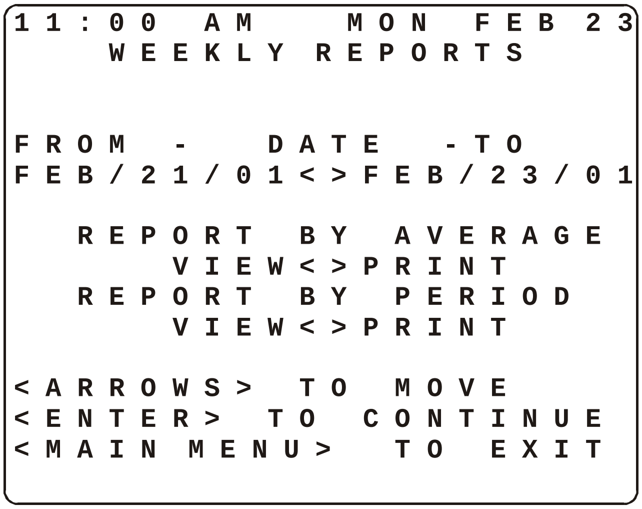


```
11:00 AM  MON FEB 23
      WEEKLY
 FEB 21            X
 FEB 14            X
 FEB  7
 JAN 31
 JAN 24
 JAN 17
 JAN 10
 JAN  3
 WEEKLY

<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.

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



```
11:00 AM    MON  FEB 23
   WEEKLY REPORTS


FROM  -   DATE   -TO
FEB/21/01<>FEB/23/01

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

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

NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

6. Press →9 ↑8 ←7 ↓0 to move the cursor 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 cursor 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 Weekly Report for which you have selected three particular weeks will produce a single report combining and averaging the data for the three weekly 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.

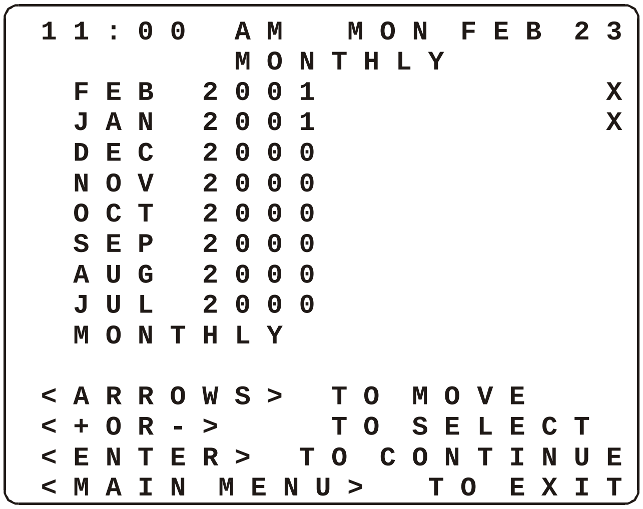
12. Press + 3 - 6 to cycle through individual period reports when viewing reports for more than one period.

12-1.1.3 Monthly Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press ↓ 0 to move cursor to [MONTHLY].
2. Press ENTER SELECT 1. You are now in the Monthly Reports screen.
3. Press ↓ 0 to move cursor 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.

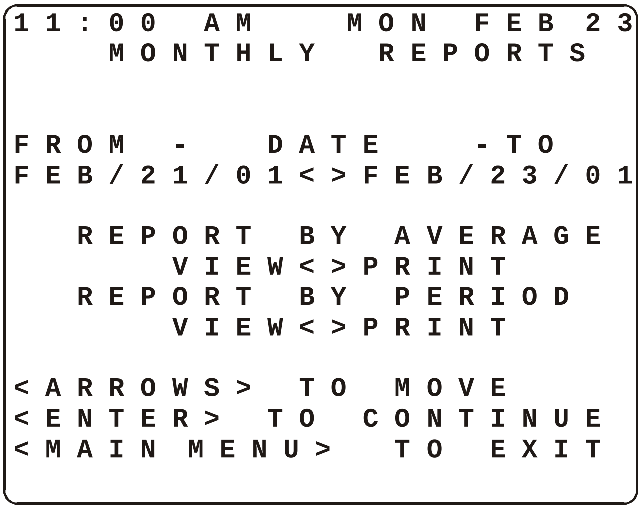
   NOTE: If you select [MONTHLY] instead of a specific month (or months), any individual months you may have also selected will be deselected automatically.



```
11:00 AM   MON FEB 23
      MONTHLY
 FEB  2001          X
 JAN  2001          X
 DEC  2000
 NOV  2000
 OCT  2000
 SEP  2000
 AUG  2000
 JUL  2000
 MONTHLY

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

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 Monthly Reports will be produced.



```
11:00 AM    MON  FEB 23
   MONTHLY   REPORTS


FROM  -   DATE    -TO
FEB/21/01<>FEB/23/01

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

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

NOTE: If you have selected individual periods, the FROM and TO dates are fixed based on the earliest and latest periods you chose.

6. Press → 9 ↑ 8 ← 7 ↓ 0 to move the cursor 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 cursor 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 Monthly Report for which you have selected three particular months will produce a single report combining and averaging the data for the three monthly 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.)

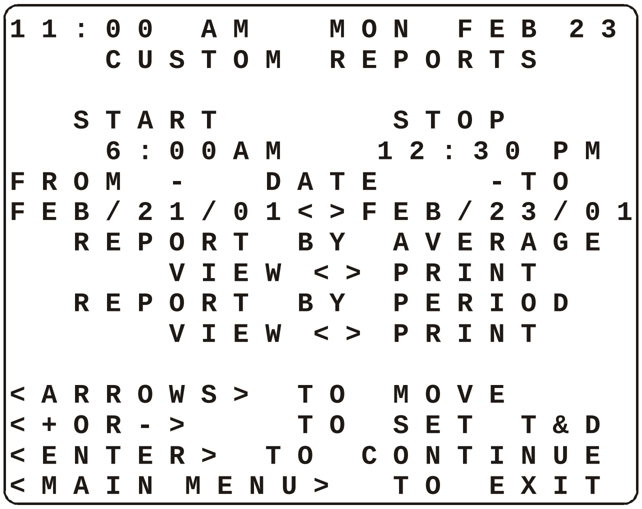
11. Press ↓ 0 to scroll through reports that have too many lines to fit on the screen.

12. Press + 3 - 6 to cycle through individual period reports when viewing reports for more than one period.

12-1.2 Hourly and Custom Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press ↓ 0 to move cursor to [CUSTOM] or leave cursor 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.”)



```
11:00 AM  MON FEB 23
   CUSTOM REPORTS

  START     STOP
   6:00AM   12:30 PM
FROM -  DATE   -TO
FEB/21/01<>FEB/23/01
  REPORT BY AVERAGE
     VIEW <> PRINT
  REPORT BY PERIOD
     VIEW <> PRINT

<ARROWS> TO MOVE
<+OR->   TO SET T&D
<ENTER> TO CONTINUE
<MAIN MENU> TO EXIT
```

3. Press → 9 ↑ 8 ← 7 ↓ 0 to move the cursor to the START and STOP fields, to the time(s) requiring adjustment. The Timer knows the time range associated with your data and protects you from requesting reports outside this range.
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 cursor to the dates on the FROM and TO fields.

6. Press +/3 -/6 to set the dates.

7. Press ↓/0 →/9 to move the cursor 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. 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 than one period.

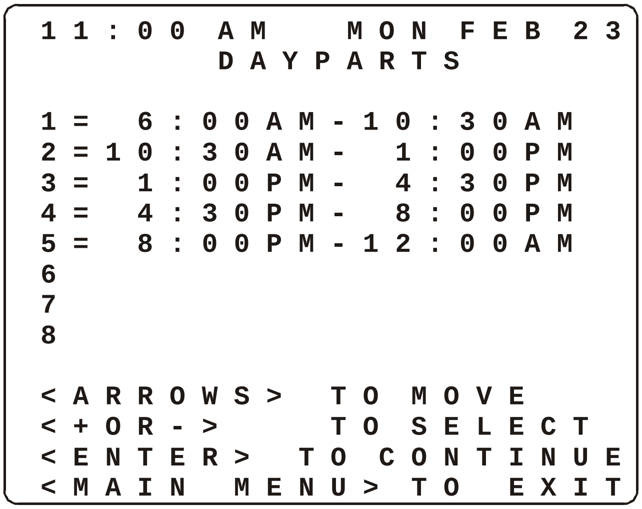
12-1.3 Daypart and Shift Reports

The Daypart and Shift Report screens let you set reporting for one or more dayparts or shifts.

12-1.3.1 Daypart Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

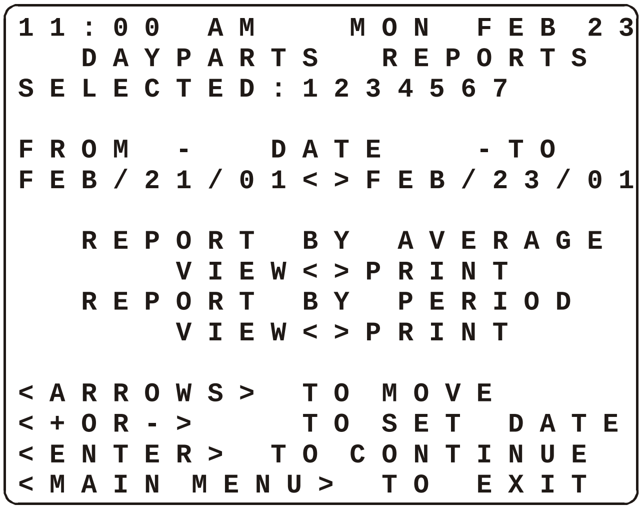
1. Press ↓ 0 to move cursor to [DAYPARTS].
2. Press ENTER SELECT 1. You are now in the Dayparts screen.



```
11:00 AM    MON FEB 23
     DAYPARTS

1=  6:00AM-10:30AM
2=10:30AM- 1:00PM
3=  1:00PM- 4:30PM
4=  4:30PM- 8:00PM
5=  8:00PM-12:00AM
6
7
8

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

3. Press ↓ 0 to move cursor to the desired daypart row(s).
4. Press + 3 to select or - 6 to deselect a specific daypart (you may select one or more dayparts). 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 Daypart Reports will be produced.



```
11:00 AM  MON FEB 23
  DAYPARTS  REPORTS
SELECTED:1234567

FROM -  DATE  -TO
FEB/21/01<>FEB/23/01

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

<ARROWS> TO MOVE
<+OR->   TO SET DATE
<ENTER> TO CONTINUE
<MAIN MENU> TO EXIT
```

6. Press →9 ↑8 ←7 ↓0 to move the cursor 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 cursor 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 Daypart Report for which you have selected three particular dayparts will produce a single report combining and averaging the data for the three daypart 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.)

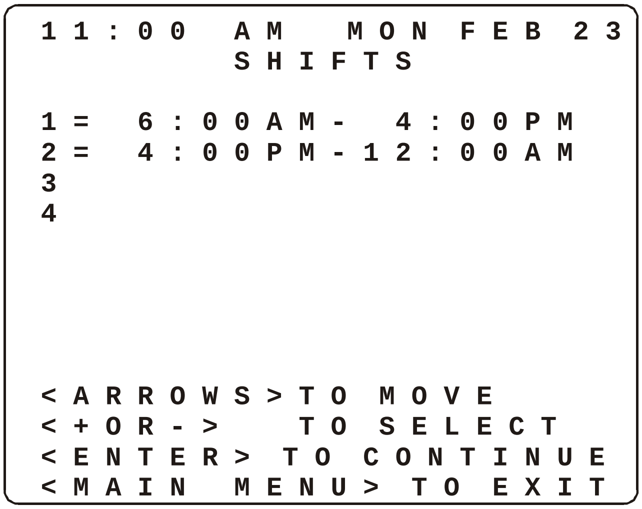
11. Press ↓ 0 to scroll through reports that have too many lines to fit on the screen.

12. Press + 3 - 6 to cycle through individual period reports when viewing reports for more than one period.

12-1.3.2 Shift Reports

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

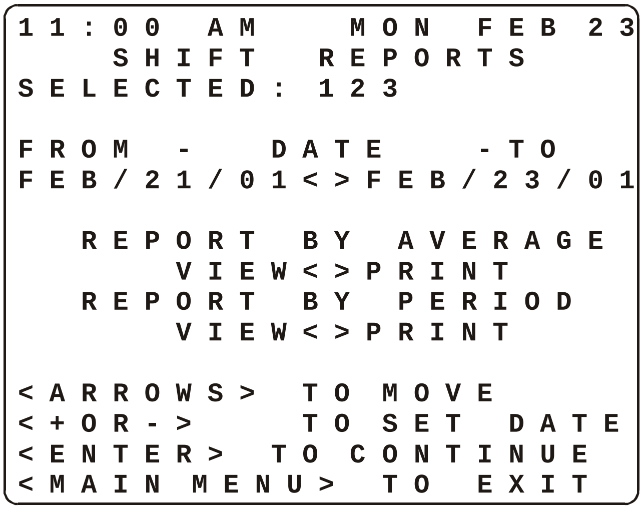
1. Press ↓ 0 to move cursor to [SHIFTS].
2. Press ENTER SELECT 1. You are now in the Shifts screen.



```
11:00 AM   MON FEB 23
      SHIFTS

1= 6:00AM- 4:00PM
2= 4:00PM-12:00AM
3
4





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

3. Press ↓ 0 to move cursor to the desired shift row(s).
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 Shift Reports will be produced.



```
11:00 AM     MON  FEB 23
   SHIFT  REPORTS
SELECTED: 123

FROM  -   DATE    -TO
FEB/21/01<>FEB/23/01

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

<ARROWS>  TO  MOVE
<+OR->    TO  SET  DATE
<ENTER>  TO  CONTINUE
<MAIN  MENU>  TO  EXIT
```

6. Press →9 ↑8 ←7 ↓0 to move the cursor 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 cursor 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 Shift Report for which you have selected three particular shifts will produce a single report combining and averaging the data for the three shift 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.

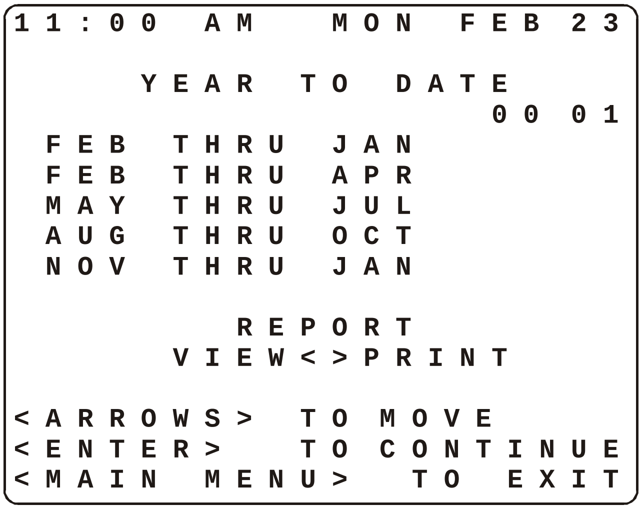
12. Press + 3 - 6 to cycle through individual period reports when viewing reports for more than one period.

12-1.4 Year to Date Reports

The Year to Date Reports screen shows the number of cars that pass through your drive-thru lanes and stations and the average time at each, since January 1 of the current year.

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

1. Press ↓ 0 to move cursor to [YTD].
2. Press ENTER SELECT 1. You are now in the Year to Date screen.



```
11:00 AM  MON FEB 23

    YEAR TO DATE
               00 01
 FEB THRU JAN
 FEB THRU APR
 MAY THRU JUL
 AUG THRU OCT
 NOV THRU JAN

       REPORT
     VIEW<>PRINT

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

3. Press ↓ 0 to move cursor to the desired time period.
4. Press + 3 to select or - 6 to deselect a specific time period (you may select one or more periods). 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 cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer. Selecting the [VIEW] option will produce a single report that averages all the selected data. Selecting the [PRINT] selection will produce the same single report, as well as individual grading reports for each event. The Header for each report section indicates which time periods 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 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.

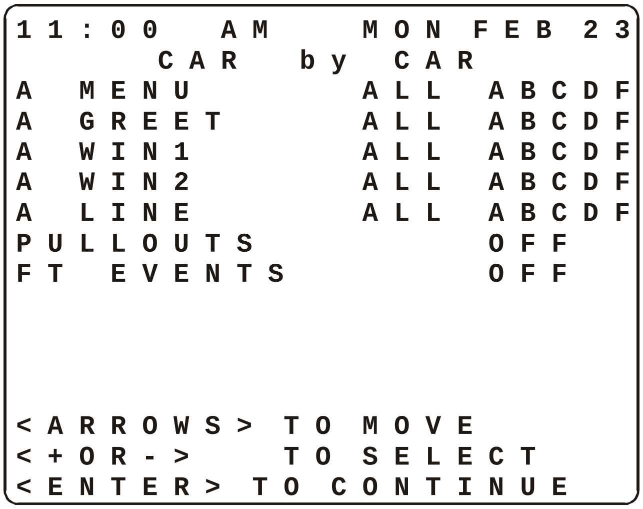
12-1.5 Car by Car Reports

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 “MANUAL REPORTS” on page 12-1):

1. Press ↓ 0 to move cursor to [CAR BY CAR].
2. Press ENTER SELECT 1. You are now in the Car by Car screen.



```
11:00  AM   MON FEB 23
     CAR  by  CAR
A  MENU        ALL  ABCDF
A  GREET       ALL  ABCDF
A  WIN1        ALL  ABCDF
A  WIN2        ALL  ABCDF
A  LINE        ALL  ABCDF
PULLOUTS            OFF
FT  EVENTS          OFF




<ARROWS> TO MOVE
<+OR->   TO SELECT
<ENTER> TO CONTINUE
```

3. Press ↓ 0 to move cursor to the desired event and grade row.
4. Press → 9 to move cursor to [ALL] to select all grades, or press → 9 one or more times to move cursor to select individual letter grades. If you do not select any grades on an event line, the report will not include that event.

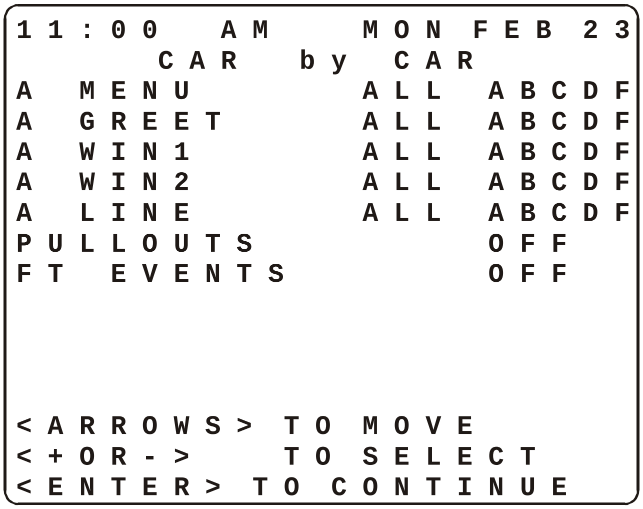
5. Press +/3 or -/6 to toggle selection ON or OFF. Your selections are now highlighted.

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

12-1.5.2 Car by Car Reports by Time and Date

From MANUAL REPORTS Screen (see “MANUAL REPORTS” on page 12-1):

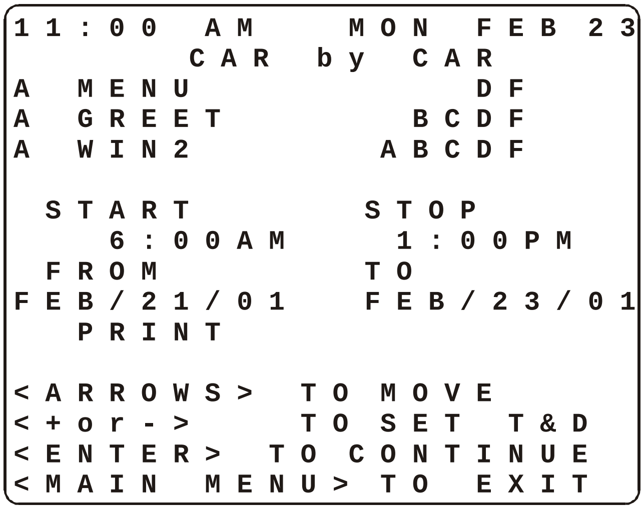
1. Press ↓ 0 to move cursor to [CAR BY CAR].
2. Press ENTER SELECT 1. You are now in the Car by Car screen.



```
11:00  AM    MON FEB 23
     CAR  by  CAR
A  MENU      ALL  ABCDF
A  GREET     ALL  ABCDF
A  WIN1      ALL  ABCDF
A  WIN2      ALL  ABCDF
A  LINE      ALL  ABCDF
PULLOUTS          OFF
FT EVENTS         OFF




<ARROWS> TO MOVE
<+OR->   TO SELECT
<ENTER> TO CONTINUE
```

3. Press ↓ 0 to move cursor to the desired event and grade row.
4. Press → 9 to move cursor to [ALL] to select all grades, or continue to press → 9 to move cursor to select individual letter grades.
5. Press + 3 - 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).



```
11:00 AM   MON FEB 23
     CAR by CAR
A MENU         DF
A GREET      BCDF
A WIN2      ABCDF

 START      STOP
   6:00AM    1:00PM
 FROM       TO
FEB/21/01  FEB/23/01
  PRINT

<ARROWS>  TO MOVE
<+or->    TO SET T&D
<ENTER>  TO CONTINUE
<MAIN MENU> TO EXIT
```

7. Press → 9 ↓ 0 to move cursor 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 ↓ 0 → 9 to move cursor to [PRINT].

10. Press ENTER SELECT 1 to print the report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to 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.

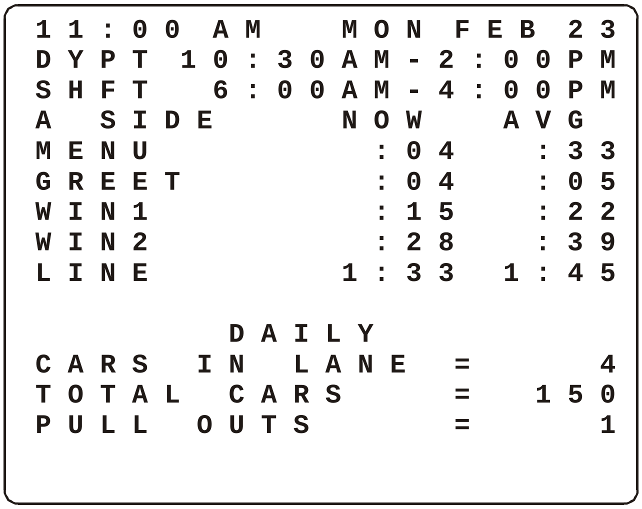
```
SAT SEP 23, 2000

SUN SEP 24, 2000

MON SEP 25, 2000
 1:23PM POWER OFF
 1:32PM ACCESS A
 1:34PM ACCESS T
 1:45PM GREET    B 0:04
 1:46PM GREET    B O:04
 1:46PM ACCESS T
 1:46PM CASHIER  D 0:36
 1:46PM GREET    B 0:04
 1:48PM WINDOW   F 1:19
 1:48PM TOTAL    F 2:04
 1:48PM CASHIER  F 1:17
 1:49PM WINDOW   F 1:04
 1:49PM TOTAL    F 2:18
 1:49PM CASHIER  F 0:47
 1:49PM TOTAL    C 1:40
 1:50PM WINDOW   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.

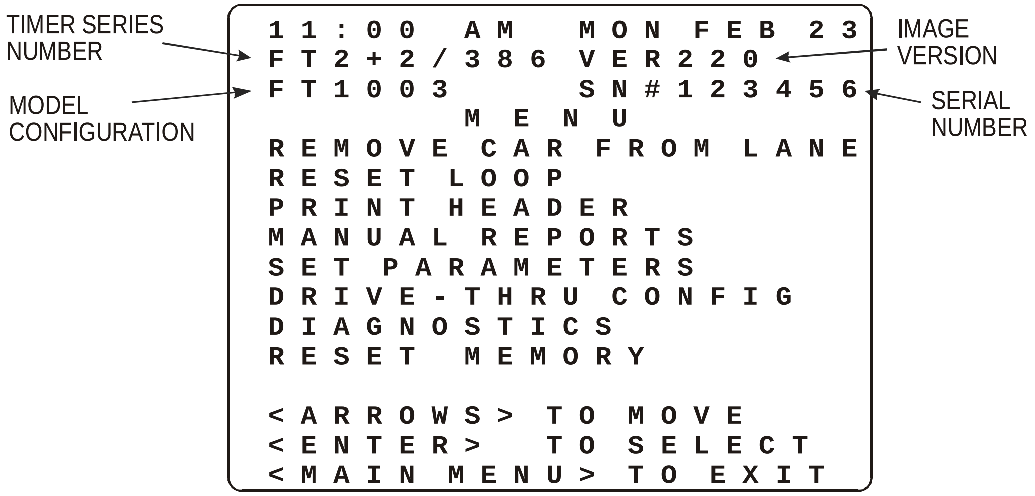
The Set Parameters screen lets you customize your Timer to match changing store requirements (operating hours, shift times, or automatic reporting requirements). See “SET PARAMETERS WORKSHEETS” (Appendix 2).



```
11:00 AM   MON FEB 23
DYPT 10:30AM-2:00PM
SHFT  6:00AM-4:00PM
A SIDE    NOW  AVG
MENU       :04  :33
GREET      :04  :05
WIN1       :15  :22
WIN2       :28  :39
LINE      1:33 1:45

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

From ACTIVITY Screen:

1. Press MAIN MENU. You are now in the Menu screen.

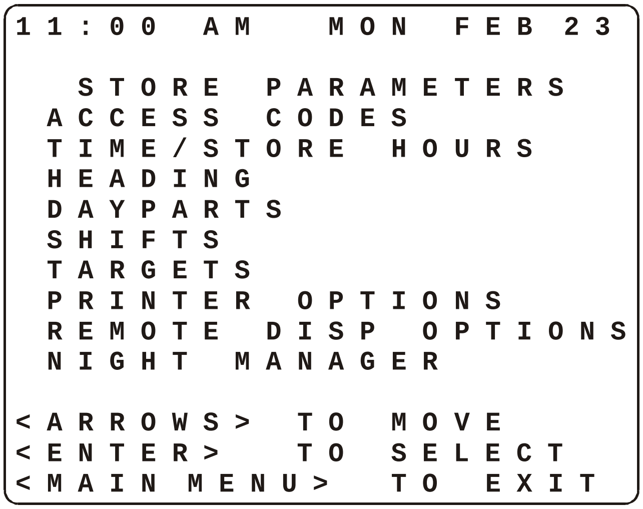

TIMER SERIES NUMBER
MODEL CONFIGURATION
IMAGE VERSION
SERIAL NUMBER

```
11:00 AM   MON FEB 23
FT2+2/386  VER220
FT1003     SN#123456
      MENU
REMOVE CAR FROM LANE
RESET LOOP
PRINT HEADER
MANUAL REPORTS
SET PARAMETERS
DRIVE-THRU CONFIG
DIAGNOSTICS
RESET MEMORY

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

2. Press ↓ 0 to move cursor to [SET PARAMETERS].
3. Press ENTER SELECT 1. You are now prompted to enter your Access Code.
4. Press the numbered pink keys (0 - 9) to enter your six-digit Access Code. See “Assign Access Codes” on page 13-3. You are now in the Store Parameters screen, and the cursor is immediately to the left of ACCESS CODES.

13-1.1 Assign Access Codes

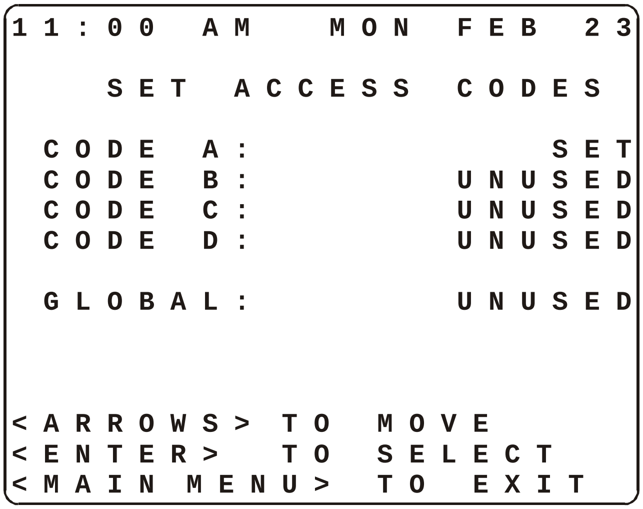
The Access Codes screen lets you secure your system from unauthorized use.



```
11:00 AM   MON  FEB 23

  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
```

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ENTER SELECT 1. You are now in the Set Access Codes screen.



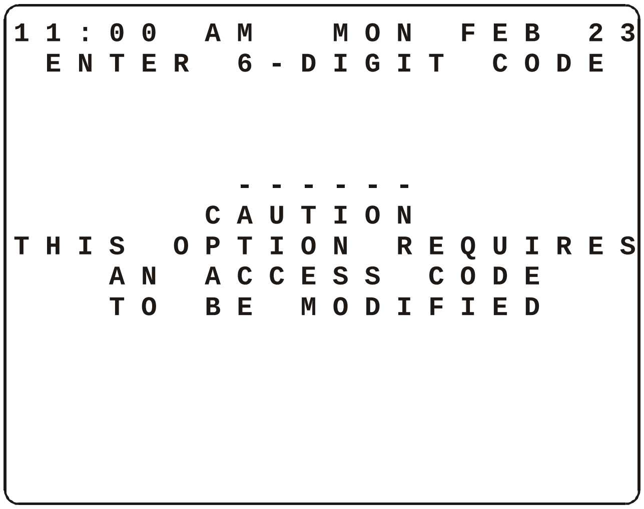
```
11:00 AM   MON  FEB  23

   SET ACCESS CODES

 CODE A:             SET
 CODE B:          UNUSED
 CODE C:          UNUSED
 CODE D:          UNUSED

 GLOBAL:          UNUSED



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

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.



```
11:00 AM   MON  FEB  23
 ENTER  6-DIGIT  CODE



       ------
      CAUTION
THIS  OPTION  REQUIRES
   AN  ACCESS  CODE
   TO  BE  MODIFIED
```

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.**

```
11:00 AM  MON FEB 23

    TECH  CODES

THIS OPTION REQUIRES
    A TECH CODE
   TO BE MODIFIED

  ENTER TECH CODE
       ------

FOR HELP CALL:
PHASE RESEARCH
AT:(714)850-1320

<MAIN MENU> TO EXIT
```

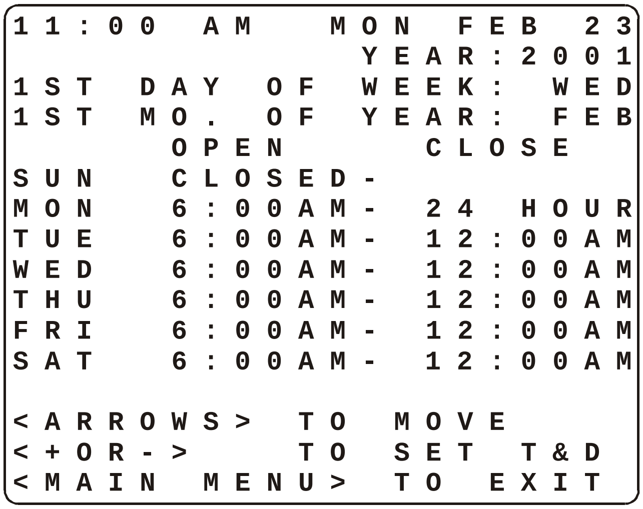
NOTE: You must call ***Phase Research*** to obtain a “TECH CODE” in order to change the Access Code.

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. It also lets you set the daily store opening and closing times for each day of the week.

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [TIME/STORE HOURS].
2. Press ENTER SELECT 1. You are now in the Time/Store Hours screen.



```
11:00 AM  MON FEB 23
           YEAR:2001
1ST DAY OF WEEK: WED
1ST MO. OF YEAR: FEB
     OPEN    CLOSE
SUN  CLOSED-
MON  6:00AM- 24 HOUR
TUE  6:00AM- 12:00AM
WED  6:00AM- 12:00AM
THU  6:00AM- 12:00AM
FRI  6:00AM- 12:00AM
SAT  6:00AM- 12:00AM

<ARROWS> TO MOVE
<+OR->   TO SET T&D
<MAIN MENU> TO EXIT
```

3. Press ↓ 0 → 9 to move to the desired field.
4. 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.

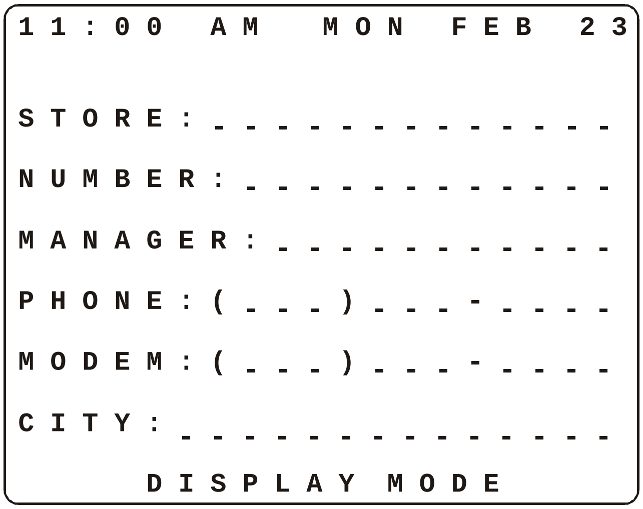
NOTE: You may set a particular day as CLOSED by pressing +/3 on the day's OPEN time until it reads, "CLOSED". (Closed will be between 11:45 p.m. and 12:00 a.m.)

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 “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [HEADING].
2. Press ENTER SELECT 1. You are now in the Heading screen.



```
11:00 AM  MON  FEB  23

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 cursor 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):

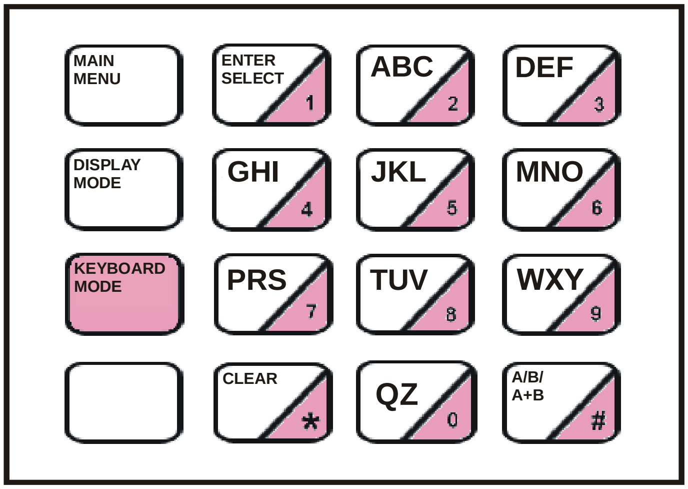
   One time will display an "A"
   Two times will display a "B"
   Three times will display a "C"
   Four times will display a "2"
   Five times will display an "a"
   Six times will display a "b"
   Seven times will display a "c"

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

   Press A/B/ A+B # while in KEYBOARD MODE to cycle through various punctuation marks and symbols.

6. Press DISPLAY MODE to enable you to move the cursor as needed to continue modifying the Header.

7. Press MAIN MENU to store the modified Header and return to the previous screen.


MAIN MENU
ENTER SELECT 1
ABC 2
DEF 3
DISPLAY MODE
GHI 4
JKL 5
MNO 6
KEYBOARD MODE
PRS 7
TUV 8
WXY 9
CLEAR *
QZ 0
A/B/ A+B #

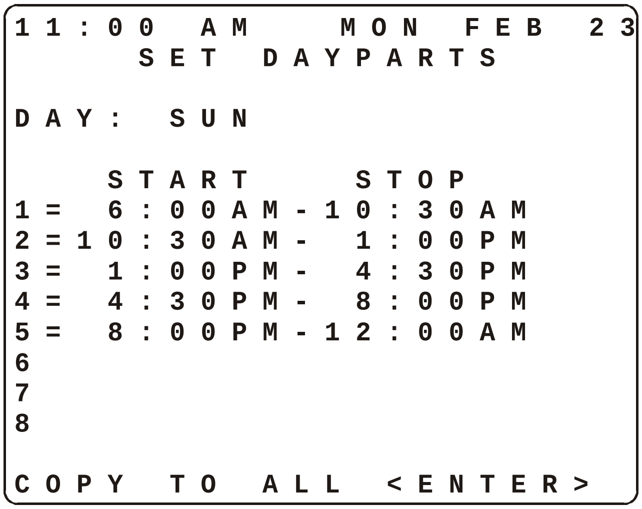
**NOTE: LETTER DESIGNATIONS ARE FOR REFERENCE ONLY.
LETTERS DO NOT APPEAR ON KEYS.**

13-1.4 Set Dayparts

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

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓/0 to select [DAYPARTS].
2. Press ENTER SELECT/1. You are now in the Set Dayparts screen.



```
11:00 AM  MON FEB 23
    SET DAYPARTS

DAY: SUN

   START    STOP
1=  6:00AM-10:30AM
2=10:30AM- 1:00PM
3=  1:00PM- 4:30PM
4=  4:30PM- 8:00PM
5=  8:00PM-12:00AM
6
7
8

COPY TO ALL <ENTER>
```

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

3. Press →/9 to move the cursor immediately to the right of DAY:.
4. Press +/3 or -/6 to change the day.
5. Press ↓/0 to move to the desired daypart.
6. Press →/9 to move to the [=] or [-] fields to change the START or STOP times.

7. 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 daypart coincides with the starting time of the next daypart for the same day, though you may use different dayparts for each day of the week. Daypart 1 always starts at the opening time for the day, and the last programmed daypart always ends at the closing time for the day.

8. Press ↓/0 →/9 to add a *new* daypart by moving the cursor immediately to the right of the first unused daypart number (for which START and STOP times have not yet been entered).

9. Press +/3 or -/6 to add the daypart. The START and STOP times are now entered.

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

11. Press CLEAR/* to delete the daypart. 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 daypart.

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.

12. Press ↑/8 →/9 to move the cursor immediately to the right of DAY:.

13. Press +/3 or -/6 to select the desired day from which to copy.

14. Press ↓/0 to move cursor to COPY.

15. Press →/9 to move the cursor to <ENTER>.

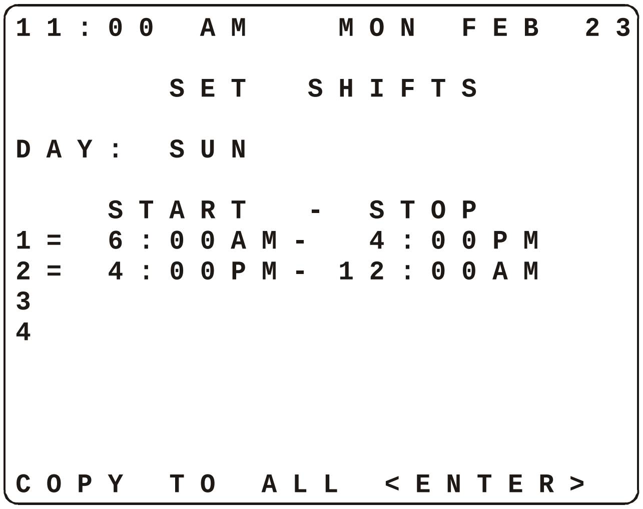
16. Press ENTER SELECT/1 to copy the displayed daypart settings to all other days, replacing any individual dayparts previously set for these days.

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 “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [SHIFTS].
2. Press ENTER SELECT 1. You are now in the Set Shifts screen, and the cursor is on DAY.



```
11:00 AM    MON  FEB  23

     SET  SHIFTS

DAY:  SUN

   START  -  STOP
1=  6:00AM-  4:00PM
2=  4:00PM- 12:00AM
3
4




COPY TO ALL <ENTER>
```

3. Press → 9 to move cursor immediately to the right of DAY: if you want to change the day.
4. Press + 3 - 6 to move the day forward or backward.
5. Press ↓ 0 to move to an existing shift you would like to modify. (You may use up to four shifts per day.)
6. Press → 9 ↑ 8 ← 7 ↓ 0 to move cursor to the [=] or [-] fields to change the START or STOP times.

7. 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 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.

8. Press ↓/0 →/9 to add a *new* shift by moving the cursor immediately to the right of the first unused shift number (for which START and STOP times have not yet been entered).

9. Press +/3 or -/6 to add the shift. The START and STOP times are now entered.

10. Press →/9 ↑/8 ←/7 ↓/0 to delete shifts by moving the cursor to the [=] field of the first shift – in order from top (1) to bottom (4) – you wish to remove.

11. 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.

12. Press ↑/8 →/9 to move the cursor immediately to the right of DAY:.

13. Press +/3 or -/6 to select the desired day from which to copy.

14. Press ↓/0 to move cursor to COPY.

15. Press →/9 to move the cursor to <ENTER>.

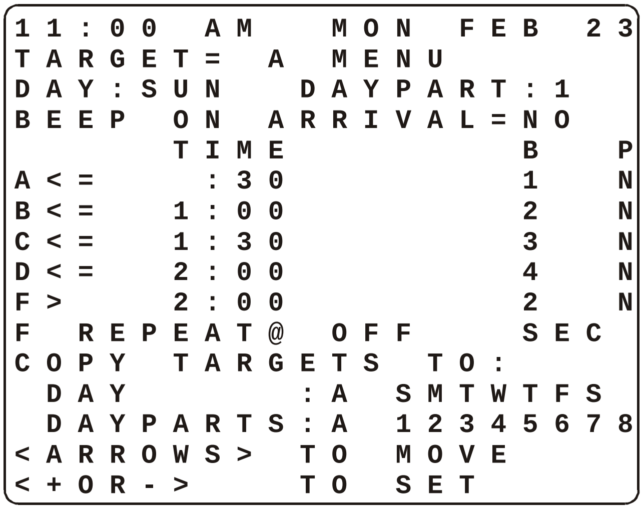
16. Press ENTER SELECT/1 to copy the displayed shift settings to all other days, replacing any individual shifts previously set for these days.

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 “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [TARGETS].
2. Press ENTER SELECT 1. You are now in the Set Targets screen.



```
11:00 AM  MON FEB 23
TARGET= A MENU
DAY:SUN  DAYPART:1
BEEP ON ARRIVAL=NO
     TIME       B  P
A<=   :30       1  N
B<=  1:00       2  N
C<=  1:30       3  N
D<=  2:00       4  N
F>   2:00       2  N
F REPEAT@ OFF   SEC
COPY TARGETS TO:
 DAY     :A SMTWTFS
 DAYPARTS:A 12345678
<ARROWS> TO MOVE
<+OR->   TO SET
```

3. Press → 9 to move cursor to the [=] field.
4. Press + 3 or - 6 to select the desired vehicle detection point (MENU, GREET, WIN 1, WIN 2, LINE).
5. Press ↓ 0 to move the cursor to DAY.
6. Press → 9 to move the cursor to [:] immediately to the right of DAY.
7. Press + 3 or - 6 to select the desired day.
8. Press → 9 to move the cursor to [:] immediately to the right of DAYPART.

9. Press +/3 or -/6 to select the desired daypart.

10. Press ↓/0 to move the cursor to BEEP.

11. Press →/9 to move the cursor to [=] immediately to the right of BEEP ON ARRIVAL.

12. Press +/3 or -/6 to toggle the BEEP ON ARRIVAL option to YES or NO.

13. 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.").

14. Press →/9 to move the cursor immediately to the left of the B (beep) column field.

15. Press +/3 or -/6 to set the beep count for the grade you have chosen (0 - 9 beeps may be chosen). The Remote will beep (the number of times specified) when the selected event exceeds the target time you have selected.

16. Press →/9 to move the cursor immediately to the left of the P (print) column field.

17. 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.

18. Press ↓/0 to move the cursor to the field that begins F REPEAT.

19. Press →/9 to move the cursor to the field just to the right of @.

20. 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.)

21. Press ↓/0 to move the cursor immediately to the left of DAYS.

22. Press →/9 to move the cursor to [A] (A means "All"), or to any of the days to the right.

23. Press +/3 or -/6 to select the days to which you wish to copy the targets you have set. Your selections are now highlighted.

24. Press ↓/0 to move the cursor to the DAYPARTS field.

25. Press →/9 to move the cursor to [A] (A means "All"), or to any of the dayparts to the right.

26. Press +/3 or -/6 to select the dayparts to which you wish to copy the targets you have set. Your selections are now highlighted.

27. Press ENTER SELECT/1 to perform the specified copy operation. Repeat this procedure as needed for different targeted events.

28. Press ↑/8 ↓/0 to move the cursor to the top of the screen to the [TARGET], [DAY] and [DAYPART] fields.

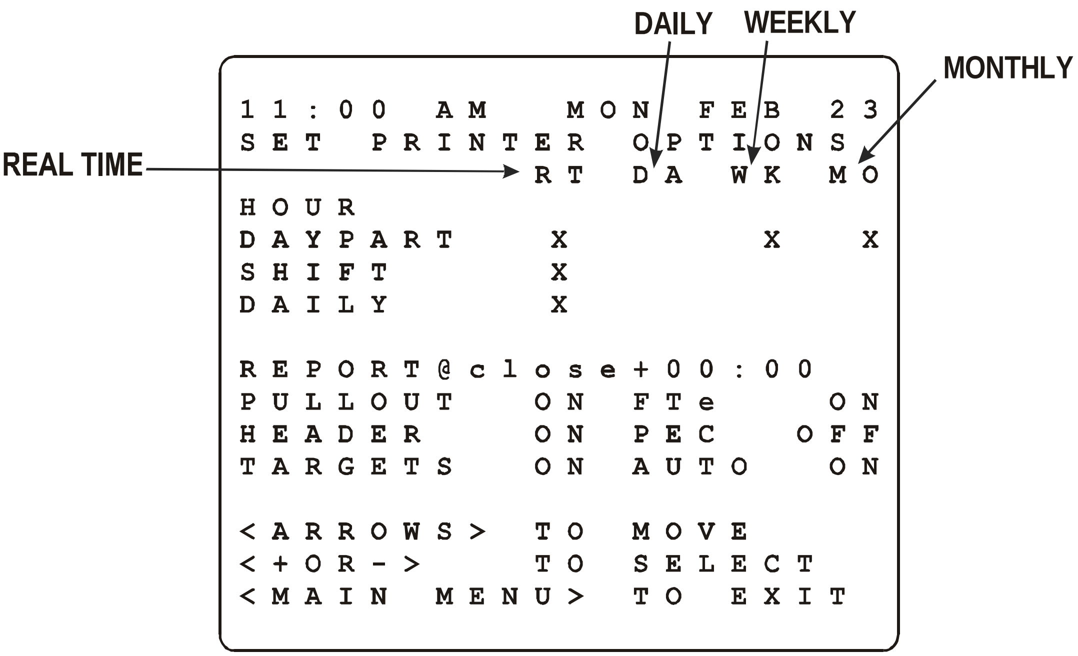
29. Press +/3 or -/6 to scroll through the TARGET, DAY, and DAYPART values to confirm your settings.

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 “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [PRINTER OPTIONS].
2. Press ENTER SELECT 1. You are now in the Set Printer Options screen.



```
11:00 AM  MON FEB 23
SET PRINTER OPTIONS
         RT DA WK MO
HOUR
DAYPART  X      X  X
SHIFT    X
DAILY    X

REPORT@close+00:00
PULLOUT  ON FTe   ON
HEADER   ON PEC  OFF
TARGETS  ON AUTO  ON

<ARROWS> TO MOVE
<+OR->   TO SELECT
<MAIN MENU> TO EXIT
```

3. Press → 9 ↑ 8 ← 7 ↓ 0 to move the cursor 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 an X for each selection.

5. Press ↓/0 to move the cursor to REPORT.

6. Press →/9 to move the cursor to [@] immediately to the right of REPORT.

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

8. Press →/9 to move the cursor to either [=] or [+] depending on your choice in the previous step.

9. Press +/3 or -/6 to set the time for printing the automatic reports.

NOTE: You can turn the following features – HEADER, TARGET, PEC, AUTO – ON or OFF.

10. Press ↓/0 ←/7 to move cursor immediately to the right of PULLOUT.

11. Press +/3 or -/6 to select ON or OFF.

12. Press →/9 to move cursor to the right of FTe (Fulltime Event).

13. Press +/3 or -/6 to select ON (to print any events in the Timer) or OFF.

14. Press ↓/0 ←/7 to move cursor to the right of HEADER.

15. Press +/3 or -/6 to select ON (to print a Report Header on each report) or OFF.

16. Press →/9 to move cursor to the right of PEC (Print Each Car).

17. Press +/3 or -/6 to select ON (to print the PEC report as cars move through the drive-thru) or OFF.

18. Press ↓/0 ←/7 to move cursor immediately to the right of TARGETS.

19. Press +/3 or -/6 to select ON (to print the Targets on the reports) or OFF.

20. Press →/9 to move cursor immediately to the right of AUTO.

21. Press +/3 or -/6 to select ON or OFF (to disable automatic reporting).

NOTE: Events that will be printed on the automatic reports must be defined by corresponding drive-thru configurations or target settings.

IMPORTANT: Samples of the Printer report tapes generated by the automatic reporting feature of the Timer are shown in “PRINTER REPORT TAPES” (Appendix 1).

13-1.8 Set Remote Display Options

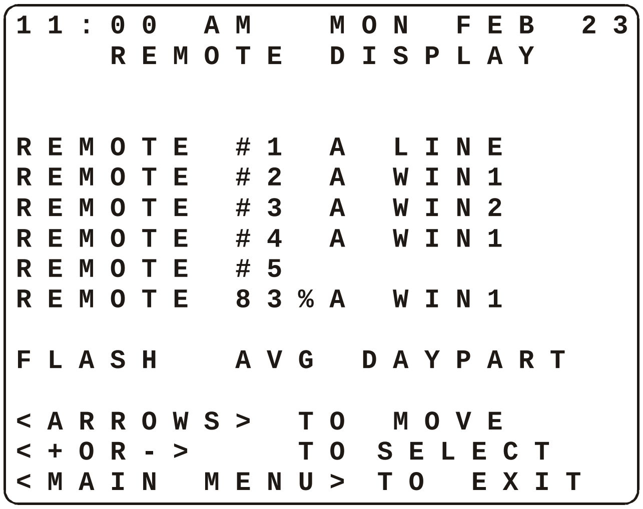
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

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

From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):

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 five 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 daypart, 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.



```
11:00 AM  MON FEB  23
   REMOTE DISPLAY


REMOTE #1  A LINE
REMOTE #2  A WIN1
REMOTE #3  A WIN2
REMOTE #4  A WIN1
REMOTE #5
REMOTE 83%A WIN1

FLASH  AVG DAYPART

<ARROWS> TO MOVE
<+OR->   TO SELECT
<MAIN MENU> TO EXIT
```

3. Press → 9 ↓ 0 to move the cursor 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 →9 to move the cursor immediately to the right of the individual Remote address number(s) (i.e., #1).

5. Press +3 or -6 to select the event that the Remote(s) will be monitoring. Adjust all other Remotes as needed.

NOTE: The optional 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 5.a. to 5.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.

5.a. Press ↓0 to move cursor to the sixth (last) Remote position.

5.b. Press ← 7 to move cursor to the right of the percentage.

5.c. Press + 3 or - 6 to select the desired percentage at which the Display will change color.

5.d. Press ↓ 0 → 9 to move the cursor to [%].

5.e. Press + 3 or - 6 to select the event to be monitored.

6. Press ↓ 0 → 9 to move the cursor to [FLASH AVG].

7. Press + 3 or - 6 to select the averaging period (HOURLY; DAYPRTS; 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.

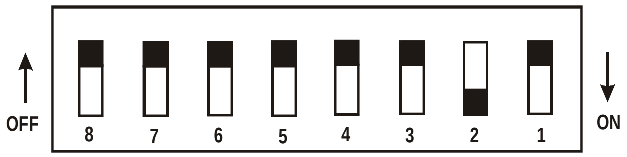
NOTE: Depending on the model of the Remote (one-color, two-color, or percentage), the data will be shown either in minutes:seconds, seconds only, or percentage. Time data will be displayed only during the hours the store is open. When closed, only a colon (two vertical dots, i.e., :) is shown on a minutes:seconds 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 connector from the top of the Remote Display and remove the display from its mounting. Remove the two (2) smaller 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 dip-switch block located on the upper right-hand side of the circuit board. Adjust the switches according to the addresses you want.

Remote Display Address Dip-Switch Settings



Address 001: Switch 1 ON, 2 OFF, 3 OFF
Address 002: Switch 2 ON, 1 OFF, 3 OFF
Address 003: Switches 1 & 2 ON, 3 OFF
Address 004: Switch 3 ON, 1 OFF, 2 OFF
Address 005: Switches 1 & 3 ON, 2 OFF
Address 006: Switches 2 & 3 ON, 1 OFF

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

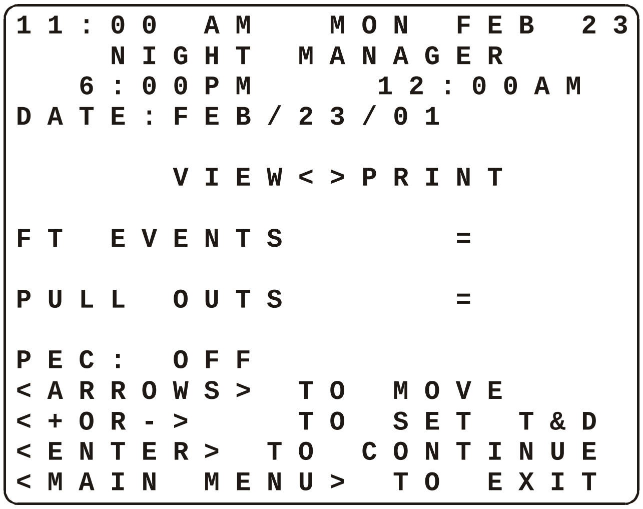
THIS FEATURE REQUIRES AN ACCESS CODE FOR ENTRY

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 “PARAMETERS PROGRAMMING” on page 13-1):

1. Press ↓ 0 to select [NIGHT MANAGER].
2. Press ENTER SELECT 1. You are now in the Night Manager screen.



```
11:00 AM   MON  FEB  23
   NIGHT  MANAGER
  6:00PM     12:00AM
DATE:FEB/23/01

     VIEW<>PRINT

FT  EVENTS        =

PULL  OUTS        =

PEC:  OFF
<ARROWS>  TO  MOVE
<+OR->    TO  SET  T&D
<ENTER>  TO  CONTINUE
<MAIN  MENU>  TO  EXIT
```

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 ↑ 8 → 9 ↓ 0 to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.

4. Press → 9 ↓ 0 to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.

NOTE: Selecting VIEW allows you to “drill down” 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.

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

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

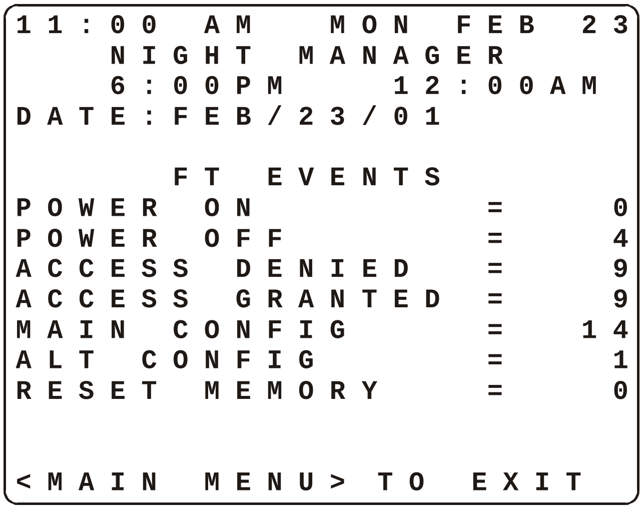
6. Press ↓ 0 to move the cursor immediately to the right of PEC:

7. Press + 3 or - 6 to toggle PEC ON or OFF.

13-1.10.1 Show Event Detail

The Show Event Detail screen displays more detail for the event (FT EVENTS) selected on the first Night Manager screen.

1. From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):
2. Press ↓ 0 to select [NIGHT MANAGER].
3. Press ENTER SELECT 1. You are now in the Night Manager screen.



```
11:00 AM   MON  FEB  23
      NIGHT  MANAGER
      6:00PM     12:00AM
DATE:FEB/23/01

          FT  EVENTS
POWER  ON              =    0
POWER  OFF             =    4
ACCESS  DENIED         =    9
ACCESS  GRANTED        =    9
MAIN  CONFIG           =   14
ALT  CONFIG            =    1
RESET  MEMORY          =    0


<MAIN  MENU> TO  EXIT
```

4. Press ↑ 8 → 9 ↓ 0 to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.
5. Press → 9 ↓ 0 to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.
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.

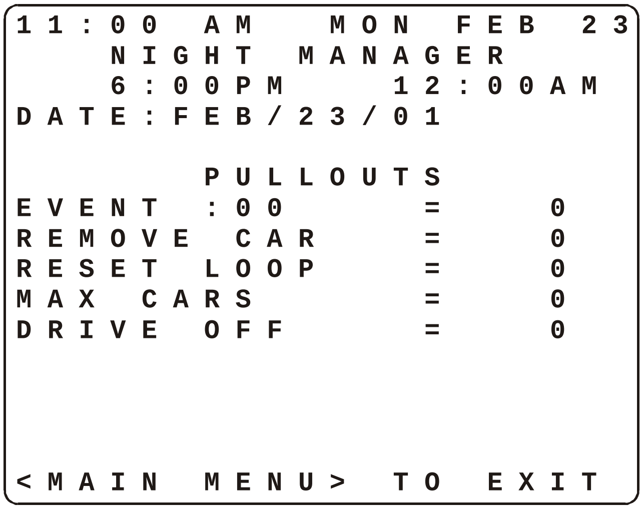
7. Press ↓ 0 to move the cursor to [FT EVENTS].

8. Press ENTER SELECT 1 to “drill down” to view a more detailed screen for FT EVENTS. The display shows the conditions that contributed to the FT Events count.

13-1.10.2 Show Event Counts

The Show Event Counts screen displays more detail for the event (PULLOUTS) selected on the previous screen.

1. From STORE PARAMETERS Screen (see “PARAMETERS PROGRAMMING” on page 13-1):
2. Press ↓ 0 to select [NIGHT MANAGER].
3. Press ENTER SELECT 1. You are now in the NIGHT MANAGER screen.



```
11:00 AM  MON FEB 23
   NIGHT MANAGER
   6:00PM   12:00AM
DATE:FEB/23/01

      PULLOUTS
EVENT :00    =   0
REMOVE CAR   =   0
RESET LOOP   =   0
MAX CARS     =   0
DRIVE OFF    =   0




<MAIN MENU> TO EXIT
```

4. Press ↑ 8 → 9 ↓ 0 to move the cursor to the time and/or date field(s) to set the time period for Night Manager displays.
5. Press → 9 ↓ 0 to move the cursor to [VIEW] or [PRINT] in order to send the report to either the display or the printer.
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.

7. Press ↓ 0 to move the cursor to [PULL OUTS].

8. Press ENTER SELECT 1 to “drill down” to view a more detailed screen for PULLOUTS. The display shows the conditions that contributed to the Pullouts count.

SECTION 14 - DIAGNOSTICS SCREENS

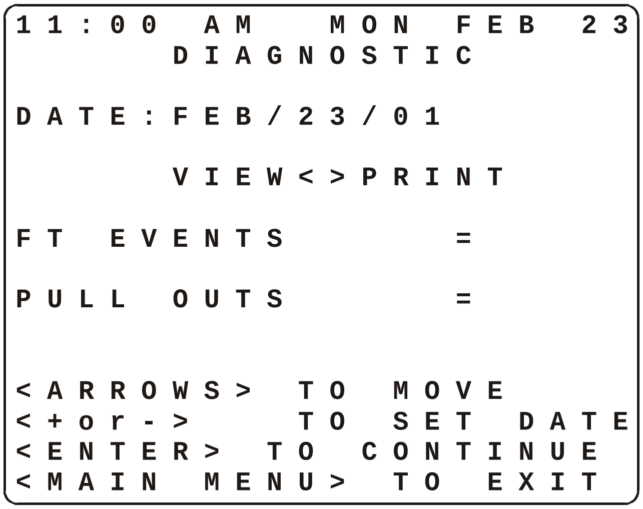
14-1 Diagnostics

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 “Menu” on page 8-1):

1. Press ↓ 0 to move cursor to [DIAGNOSTICS].
2. Press ENTER SELECT 1. You are now prompted to enter your Access Code.
3. Press the numbered pink keys (0 - 9) to enter your six-digit Access Code. You are now in the Diagnostic screen, and the cursor is on the month in the date field.



```
11:00 AM  MON FEB 23
     DIAGNOSTIC

DATE:FEB/23/01

     VIEW<>PRINT

FT EVENTS     =

PULL OUTS     =


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

4. Press + 3 - 6 to select the desired date.
5. Press ↓ 0 → 9 to move cursor 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:

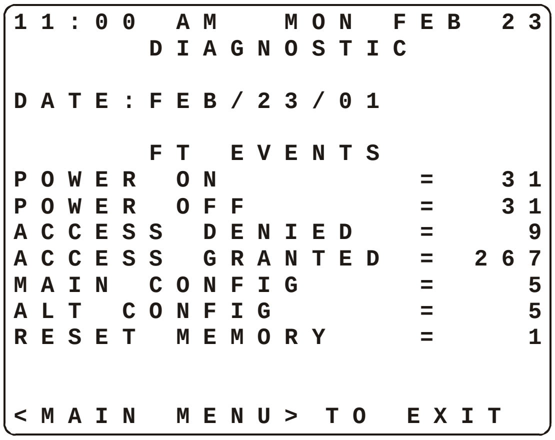
6. Press ENTER SELECT 1 after selecting [VIEW]. The number of FT EVENTS and PULLOUTS for the date selected will appear on the main Diagnostic screen. (If you have selected [PRINT], the three Diagnostic screens will be printed as described above.) If you have selected [VIEW], proceed to step 7.

7. Press ↓ 0 to move cursor to FT EVENTS or PULLOUTS.

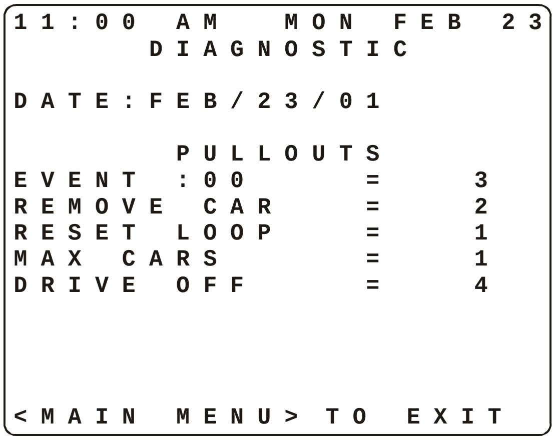
8. Press ENTER SELECT 1 to display another Diagnostic screen with more details about either selection, FT EVENTS or PULLOUTS.

NOTE: If you wish to view the other operating exception (FT EVENTS or PULLOUTS), return to the main Diagnostic screen and repeat steps 7 and 8.

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



```
11:00 AM  MON FEB 23
     DIAGNOSTIC

DATE:FEB/23/01

     FT EVENTS
POWER ON       =  31
POWER OFF      =  31
ACCESS DENIED  =   9
ACCESS GRANTED = 267
MAIN CONFIG    =   5
ALT CONFIG     =   5
RESET MEMORY   =   1


<MAIN MENU> TO EXIT
```



```
11:00 AM  MON FEB 23
     DIAGNOSTIC

DATE:FEB/23/01

      PULLOUTS
EVENT :00    =   3
REMOVE CAR   =   2
RESET LOOP   =   1
MAX CARS     =   1
DRIVE OFF    =   4




<MAIN MENU> TO EXIT
```

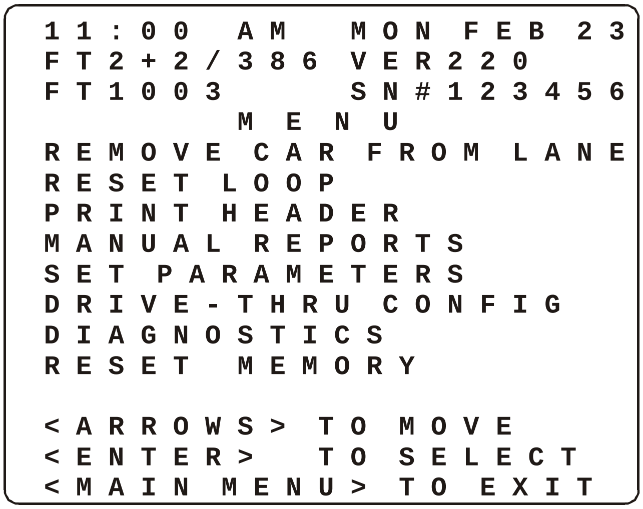
SECTION 15 - RESET MEMORY

15-1 Reset Memory

THIS FEATURE REQUIRES A TECH CODE FOR ENTRY

The Reset Memory screen allows you to erase all historical event data in the memory.

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

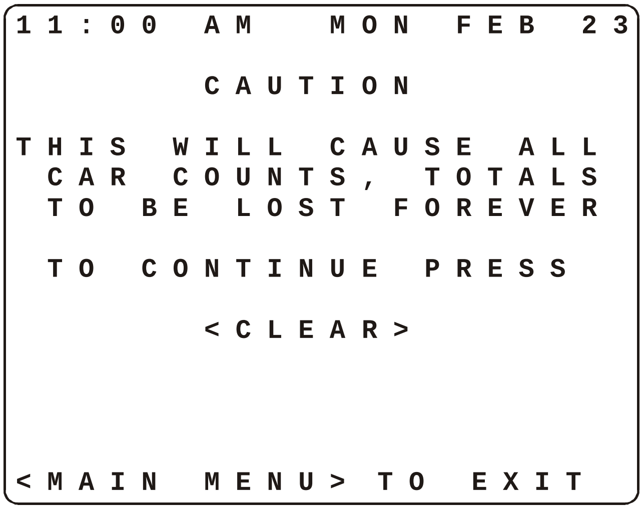


```
11:00  AM   MON FEB 23
FT2+2/386  VER220
FT1003     SN#123456
      M E N U
REMOVE CAR FROM LANE
RESET LOOP
PRINT HEADER
MANUAL REPORTS
SET PARAMETERS
DRIVE-THRU CONFIG
DIAGNOSTICS
RESET  MEMORY

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

From MENU Screen:

1. Press ↓ 0 to move cursor to [RESET MEMORY].
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.



```
11:00 AM   MON  FEB  23

         CAUTION

THIS  WILL  CAUSE  ALL
 CAR  COUNTS,  TOTALS
 TO  BE  LOST  FOREVER

 TO  CONTINUE  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.

NOTE: The Fast Track 2+2/386 memory is capable of storing up to 131,000 events. Once its data exceeds that amount, the Timer will begin writing over the oldest data.

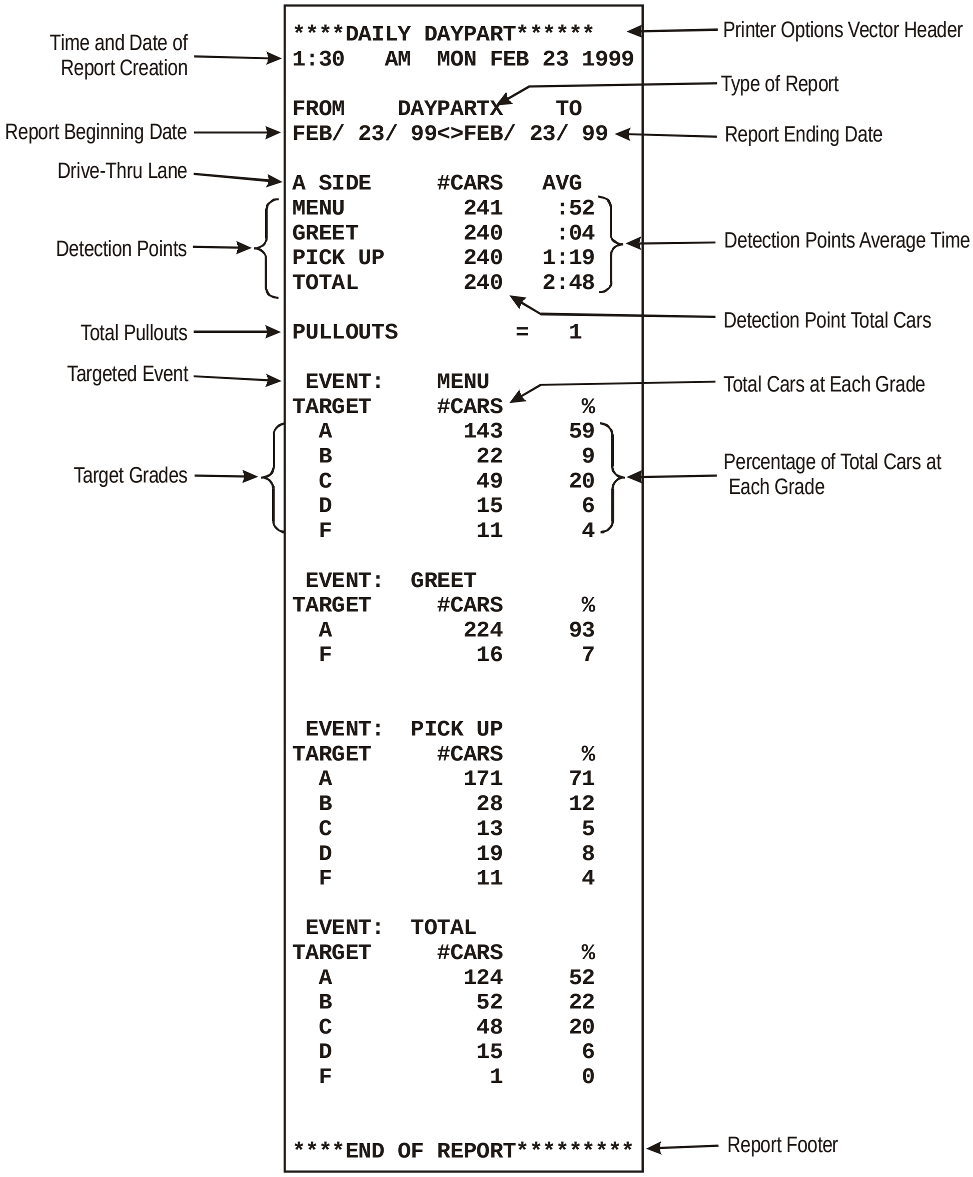
If your Timer monitors five stations (Menu, Greet, Win1, Win2, and Line), it will create five events for each vehicle that passes through the drive-thru. So, to calculate the number of events stored in memory each day, simply multiply the number of events by the average number of cars recorded on a daily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

5 events x 400 cars per day = 2,000 events per day

131,000 events ÷ 2000 events per day = approx. 65 days worth of memory.

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 Timer. The following four pages feature Printer tape examples of the 16 different reporting options:



```
****DAILY DAYPART******
1:30   AM  MON FEB 23 1999

FROM    DAYPART     TO
FEB/ 23/ 99<>FEB/ 23/ 99

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

PULLOUTS           =   1

 EVENT:    MENU
TARGET     #CARS      %
  A          143     59
  B           22      9
  C           49     20
  D           15      6
  F           11      4

 EVENT:   GREET
TARGET     #CARS      %
  A          224     93
  F           16      7


 EVENT:   PICK UP
TARGET     #CARS      %
  A          171     71
  B           28     12
  C           13      5
  D           19      8
  F           11      4

 EVENT:   TOTAL
TARGET     #CARS      %
  A          124     52
  B           52     22
  C           48     20
  D           15      6
  F            1      0


****END OF REPORT*********
```

Time and Date of Report Creation
Report Beginning Date
Drive-Thru Lane
Detection Points
Total Pullouts
Targeted Event
Target Grades
Printer Options Vector Header
Type of Report
Report Ending Date
Detection Points Average Time
Detection Point Total Cars
Total Cars at Each Grade
Percentage of Total Cars at Each Grade
Report Footer

NOTE: The Printer Options feature contains an option to turn targets on (as in example above) or off. If the targets are turned off, all information below the entry “PULLOUTS” will not appear on the report.

HOURLY REPORTS

```
 4:00 PM   MON FEB 23 1999

START-              -STOP
 3:00 PM    <>    4:00 PM

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

PULLOUTS           =    1

 EVENT:   MENU
TARGET        #CARS       %
  A               7      35
  B               4      23
  C               4      20
  D               2      12
  F               2      10

 EVENT:  GREET
TARGET        #CARS       %
  A              18      95
  F               1       5


 EVENT:  PICK UP
TARGET        #CARS       %
  A               9      50
  B               5      25
  C               2      10
  D               2      10
  F               1       5

 EVENT:  TOTAL
TARGET        #CARS       %
  A               5      30
  B               6      34
  C               4      19
  D               3      15
  F               1       5

****END OF REPORT*********
```

This report is a **REAL-TIME** (RT) report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

```
**** DAILY HOURLY ********
 1:30 AM   MON FEB 23 1999

START-              -STOP
 3:00PM     <>     4:00PM
FROM-    HOURLY    -TO
FEB/ 23/99<>FEB/ 23/99

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

PULLOUTS           =    1

 EVENT:   MENU
TARGET        #CARS       %
  A               7      35
  B               4      23
  C               4      20
  D               2      12
  F               2      10

 EVENT:   GREET
TARGET        #CARS       %
  A              18      95
  F               1       5


 EVENT:   PICK UP
TARGET        #CARS       %
  A               9      50
  B               5      25
  C               2      10
  D               2      10
  F               1       5

 EVENT:   TOTAL
TARGET        #CARS       %
  A               5      30
  B               6      34
  C               4      19
  D               3      15
  F               1       5

****END OF REPORT*********
```

This report is a **DAILY HOURLY** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

This report is a **WEEKLY HOURLY** report, as indicated by the VECTOR HEADER. This report will combine the like hours from each day in the week, create a single report for each hour, and then generate them on the first day of the succeeding week at the time specified in the REPORT @ feature.

```
**** WEEKLY HOURLY *******
 1:30 AM   MON FEB 23 1999

START-              -STOP
 3:00PM     <>     4:00PM
FROM-     HOURLY    -TO
FEB/ 17/99<>FEB/ 23/99

A SIDE        #CARS    AVG
MENU            133    :47
GREET           133    :04
PICK UP         133   1:26
TOTAL           133   3:01

PULLOUTS           =    3

 EVENT:   MENU
TARGET        #CARS       %
  A              50      37
  B              29      22
  C              25      19
  D              20      15
  F               9       7

 EVENT:   GREET
TARGET        #CARS       %
  A             126      95
  F               7       5


 EVENT:   PICK UP
TARGET        #CARS       %
  A              58      44
  B              32      24
  C              17      13
  D              21      16
  F               4       3

 EVENT:   TOTAL
TARGET        #CARS       %
  A              49      36
  B              37      28
  C              26      20
  D              16      12
  F               5       4


****END OF REPORT*********
```

This report is a **MONTHLY HOURLY** report, as indicated by the VECTOR HEADER. This report will combine the like hours from each day in the month, create a single report for each hour and then generate them on the first day of the succeeding month at the time specified in the REPORT @ feature.

```
**** MONTHLY HOURLY ******
 1:30 AM   MON MAR  1 1999

START-              -STOP
 3:00PM     <>     4:00PM
FROM-     HOURLY    -TO
FEB/ 01/99<>FEB/ 28/99

A SIDE        #CARS    AVG
MENU            532    :42
GREET           532    :03
PICK UP         532   1:02
TOTAL           532   2:53

PULLOUTS           =    3

 EVENT:   MENU
TARGET        #CARS       %
  A             202      38
  B             117      22
  C              96      18
  D              64      12
  F              53      10

 EVENT:   GREET
TARGET        #CARS       %
  A             505      95
  F              27       5


 EVENT:   PICK UP
TARGET        #CARS       %
  A             250      47
  B             160      30
  C              58      11
  D              48       9
  F              16       3

 EVENT:   TOTAL
TARGET        #CARS       %
  A             186      35
  B             160      30
  C              96      18
  D              53      10
  F              37       7

****END OF REPORT*********
```

DAYPART REPORTS

```
 1:30 AM  MON FEB 23 1999

START-  DAYPARTX -STOP
11:00 AM    <>   1:30 PM

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

PULLOUTS         =    1

 EVENT:  MENU
TARGET     #CARS       %
  A           42      35
  B           35      28
  C           24      20
  D           13      11
  F            7       6

 EVENT:  GREET
TARGET     #CARS       %
  A          111      91
  F           11       9


 EVENT:  PICK UP
TARGET     #CARS       %
  A           56      46
  B           32      26
  C           13      11
  D           12      10
  F            9       7

 EVENT:  TOTAL
TARGET     #CARS       %
  A           66      54
  B           16      13
  C           22      18
  D           13      11
  F            5       4

****END OF REPORT*********
```

This report is a **REAL-TIME** (RT) report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

```
**** DAILY DAYPART *******
 1:30 AM  MON FEB 23 1999

FROM-  DAYPARTX -TO
FEB/ 23/99<>FEB/ 23/99

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

PULLOUTS         =    1

 EVENT:  MENU
TARGET     #CARS       %
  A           42      35
  B           35      28
  C           24      20
  D           13      11
  F            7       6

 EVENT:  GREET
TARGET     #CARS       %
  A          111      91
  F           11       9


 EVENT:  PICK UP
TARGET     #CARS       %
  A           56      46
  B           32      26
  C           13      11
  D           12      10
  F            9       7

 EVENT:  TOTAL
TARGET     #CARS       %
  A           66      54
  B           16      13
  C           22      18
  D           13      11
  F            5       4

****END OF REPORT*********
```

This report is a **DAILY DAYPART** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

This report is a **WEEKLY DAYPART** report, as indicated by the VECTOR HEADER. This report will combine the like dayparts from each day in the week, create a single report for each daypart, and then generate them on the first day of the succeeding week at the time specified in the REPORT @ feature.

```
**** WEEKLY DAYPART ******
 1:30 AM  MON FEB 23 1999

FROM-  DAYPARTX -TO
FEB/ 17/99<>FEB/ 23/99

A SIDE     #CARS   AVG
MENU         813    :47
GREET        813    :04
PICK UP      813   1:26
TOTAL        813   3:01

PULLOUTS         =    2

 EVENT:  MENU
TARGET     #CARS       %
  A          317      39
  B          211      26
  C          170      21
  D           81      10
  F           32       4

 EVENT:  GREET
TARGET     #CARS       %
  A          756      93
  F           57       7


 EVENT:  PICK UP
TARGET     #CARS       %
  A          414      51
  B          203      25
  C           73       9
  D           65       8
  F           57       7

 EVENT:  TOTAL
TARGET     #CARS       %
  A          406      50
  B          147      18
  C          114      14
  D           89      11
  F           57       7

****END OF REPORT*********
```

This report is a **MONTHLY DAYPART** report, as indicated by the VECTOR HEADER. This report will combine the like dayparts from each day in the month, create a single report for each daypart and then generate them on the first day of the succeeding month at the time specified in the REPORT @ feature.

```
**** MONTHLY DAYPART *****
 1:30 AM  MON MAR  1 1999

FROM-  DAYPARTX -TO
FEB/ 01/99<>FEB/ 28/99

A SIDE     #CARS   AVG
MENU        3455    :42
GREET       3455    :03
PICK UP     3455   1:02
TOTAL       3455   2:53

PULLOUTS         =    5

 EVENT:  MENU
TARGET     #CARS       %
  A         1417      41
  B          760      22
  C          622      18
  D          345      10
  F          311       9

 EVENT:  GREET
TARGET     #CARS       %
  A         3282      95
  F          173       5


 EVENT:  PICK UP
TARGET     #CARS       %
  A         1693      49
  B          760      22
  C          410      12
  D          419      12
  F          173       5

 EVENT:  TOTAL
TARGET     #CARS       %
  A         1728      50
  B          628      18
  C          619      18
  D          310       9
  F          170       5

****END OF REPORT*********
```

SHIFT REPORTS

```
 4:00 PM   MON FEB 23 1999

START-              -STOP
10:00AM     <>     4:00PM

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

PULLOUTS            =    1

 EVENT:   MENU
TARGET        #CARS       %
  A              77      39
  B              44      22
  C              40      20
  D              22      11
  F              15       8

 EVENT:   GREET
TARGET        #CARS       %
  A             180      91
  F              18       9


 EVENT:   PICK UP
TARGET        #CARS       %
  A              83      42
  B              44      22
  C              38      19
  D              19      10
  F              14       7

 EVENT:   TOTAL
TARGET        #CARS       %
  A              95      48
  B              38      19
  C              32      16
  D              19      10
  F              14       7

****END OF REPORT*********
```

This report is a **REAL-TIME** (RT) report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

```
**** DAILY SHIFT ********
 1:30 AM   MON FEB 23 1999

FROM-    SHIFTX    -TO
FEB/ 23/99<>FEB/ 23/99

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

PULLOUTS            =    1

 EVENT:   MENU
TARGET        #CARS       %
  A              77      39
  B              44      22
  C              40      20
  D              22      11
  F              15       8

 EVENT:   GREET
TARGET        #CARS       %
  A             180      91
  F              18       9


 EVENT:   PICK UP
TARGET        #CARS       %
  A              83      42
  B              44      22
  C              38      19
  D              19      10
  F              14       7

 EVENT:   TOTAL
TARGET        #CARS       %
  A              95      48
  B              38      19
  C              32      16
  D              19      10
  F              14       7

****END OF REPORT*********
```

This report is a **DAILY SHIFT** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

This report is a **WEEKLY SHIFT** report, as indicated by the VECTOR HEADER. This report will combine the like shifts from each day in the week, create a single report for each shift, and then generate them on the first day of the succeeding week at the time specified in the REPORT @ feature.

```
**** WEEKLY SHIFT *******
 1:30 AM   MON FEB 23 1999

FROM-    SHIFTX    -TO
FEB/ 17/99<>FEB/ 23/99

A SIDE        #CARS    AVG
MENU           1352    :47
GREET          1352    :04
PICK UP        1352   1:26
TOTAL          1352   3:01

PULLOUTS            =    6

 EVENT:   MENU
TARGET        #CARS       %
  A             568      42
  B             284      21
  C             257      19
  D             162      12
  F              81       6

 EVENT:   GREET
TARGET        #CARS       %
  A            1257      93
  F              95       7


 EVENT:   PICK UP
TARGET        #CARS       %
  A             649      48
  B             257      19
  C             165      12
  D             160      12
  F             121       9

 EVENT:   TOTAL
TARGET        #CARS       %
  A             622      46
  B             311      23
  C             230      17
  D             148      11
  F              41       3

****END OF REPORT*********
```

This report is a **MONTHLY SHIFT** report, as indicated by the VECTOR HEADER. This report will combine the like shifts from each day in the month, create a single report for each shift and then generate them on the first day of the succeeding month at the time specified in the REPORT @ feature.

```
**** MONTHLY SHIFT *******
 1:30 AM   MON MAR  1 1999

FROM-    SHIFTX    -TO
FEB/ 01/99<>FEB/ 28/99

A SIDE        #CARS    AVG
MENU           5561    :42
GREET          5561    :03
PICK UP        5561   1:02
TOTAL          5561   2:53

PULLOUTS            =   15

 EVENT:   MENU
TARGET        #CARS       %
  A            2502      45
  B            1168      21
  C            1001      18
  D             612      11
  F             278       5

 EVENT:   GREET
TARGET        #CARS       %
  A            5227      94
  F             334       6


 EVENT:   PICK UP
TARGET        #CARS       %
  A            2447      44
  B            1001      18
  C             834      15
  D             667      12
  F             612      11

 EVENT:   TOTAL
TARGET       #CARS       %
  A           2502      45
  B           1168      21
  C            773      14
  D            781      14
  F            334       6

****END OF REPORT*********
```

DAILY REPORTS

```
12:00 AM  MON  FEB 23 1999

START-    DAILY   -STOP
 6:00 AM   <>    12:00 AM

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

PULLOUTS          =   1

 EVENT:  MENU
TARGET      #CARS      %
 A            143     59
 B             22      9
 C             49     20
 D             15      6
 F             11      4

 EVENT:  GREET
TARGET      #CARS      %
 A            224     93
 F             16      7


 EVENT:  PICK UP
TARGET      #CARS      %
 A            171     71
 B             28     12
 C             13      5
 D             19      8
 F             11      4

 EVENT:  TOTAL
TARGET      #CARS      %
 A            124     52
 B             52     22
 C             48     20
 D             15      6
 F              1      0


****END OF REPORT*********
```

This report is a **REAL-TIME** (RT) report. Notice that the time and date of the report are the same as the end of the reporting period. This report has no VECTOR HEADER.

```
**** DAILY DAILY ********
 1:30 AM  MON FEB 23 1999

FROM-     DAILY     -TO
FEB/ 23/99<>FEB/ 23/99

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

PULLOUTS          =   1

 EVENT:  MENU
TARGET      #CARS      %
 A            143     59
 B             22      9
 C             49     20
 D             15      6
 F             11      4

 EVENT:  GREET
TARGET      #CARS      %
 A            224     93
 F             16      7


 EVENT:  PICK UP
TARGET      #CARS      %
 A            170     71
 B             27     12
 C             13      5
 D             19      8
 F             11      4

 EVENT:  TOTAL
TARGET      #CARS      %
 A            124     52
 B             52     22
 C             48     20
 D             15      6
 F              2      0


****END OF REPORT*********
```

This report is a **DAILY DAILY** report, as indicated by the VECTOR HEADER. This report will be just like the RT report, except that it is generated at the time specified in the REPORT @ feature.

This report is a **WEEKLY DAILY** report, as indicated by the VECTOR HEADER. This report will take all the days in 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.

```
**** WEEKLY DAILY ********
 1:30 AM  MON FEB 23 1999

FROM-     WEEKLY    -TO
FEB/ 17/99<>FEB/ 23/99

A SIDE      #CARS   AVG
MENU         1687    :47
GREET        1687    :04
PICK UP      1685   1:26
TOTAL        1685   3:01

PULLOUTS          =   2

 EVENT:  MENU
TARGET      #CARS      %
 A            742     44
 B            388     23
 C            320     19
 D            202     12
 F             35      2

 EVENT:  GREET
TARGET      #CARS      %
 A           1586     94
 F            101      6


 EVENT:  PICK UP
TARGET      #CARS      %
 A           1129     67
 B            152      9
 C            151      9
 D            169     10
 F             84      5

 EVENT:  TOTAL
TARGET      #CARS      %
 A            909     54
 B            337     20
 C            319     19
 D            115      7
 F              5      0

****END OF REPORT*********
```

This report is a **MONTHLY DAILY** report, as indicated by the VECTOR HEADER. This report will take all the days in 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.

```
**** MONTHLY DAILY *******
 1:30 AM  MON MAR 01 1999

FROM-     MONTHLY  -TO
FEB/ 01/99<>FEB/ 28/99

A SIDE      #CARS   AVG
MENU         6948    :42
GREET        6948    :03
PICK UP      6944   1:02
TOTAL        6944   2:53

PULLOUTS          =   9

 EVENT:  MENU
TARGET      #CARS      %
 A           3405     49
 B           1251     18
 C           1459     21
 D            625      9
 F            208      3

 EVENT:  GREET
TARGET      #CARS      %
 A           6531     94
 F            417      6


 EVENT:  PICK UP
TARGET      #CARS      %
 A           4583     66
 B            694     10
 C            763     11
 D            760     11
 F            144      2

 EVENT:  TOTAL
TARGET      #CARS      %
 A           3458     50
 B           1309     19
 C           1329     19
 D            830     12
 F             18      0

****END OF REPORT*********
```

DEFINITIONS OF TERMS

DRIVE-THRU TIMER-A computer technology management tool to measure and monitor drive-thru speed of service in a 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 config 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 daypart automatically ends at the beginning of the following daypart. 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.

TROUBLESHOOTING

TROUBLE		PROBABLE CAUSE	SOLUTION
PRINTER	Paper jam.		Remove jammed paper and reload printer. Reset printer.
	Printer locks up.	Paper jam.	Remove jammed paper, reload paper, and reset printer.
	Paper advances but does not print.	Incorrect paper type.	Use specified paper.
		Paper in backwards.	Reload paper correctly.
	Prints too light.	Possible printer issue.	Contact dealer or factory.
	Prints only half of characters.	Possible printer issue.	Contact dealer or factory.
	Does not supply all reports.	Printer options set incorrectly.	Set printer options.
REMOTE	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.

TROUBLE		PROBABLE CAUSE	SOLUTION
REMOTE	Displays colon (:) only.	Brown-out 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.
		Brown-out 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.

TROUBLE		PROBABLE CAUSE	SOLUTION
Main Console	Timer inaccurately shows store as closed.	Store hours set incorrectly.	Reset store hours.
	Timer continues timing though no cars are in drive-thru.	Slowpoke.	Timer fixes itself.
		Possible detection issue.	Contact dealer or factory.
	Timer does not have power.	Power cord unplugged.	Plug in power cord.
		Circuit breaker in building is tripped (off).	Reset circuit breaker.
		Power to building is off.	
		Blown fuse.	Replace fuse (5mm x 20mm, 5 amp, fast blowing).
	Timer screen is blank.	Power turned off.	Resume power.
	Keyboard does not respond.	Possible power surge.	Contact dealer or factory.
	An L light is locked on.	Possible detection issue.	Contact dealer or factory.
	Headset not working.	Intercom not functioning.	Check your intercom manual and/or contact intercom dealer or factory.

SET PARAMETERS WORKSHEETS

SET PARAMETERS WORKSHEET SAMPLE

Sheet 1

Store Header

Store: **FAST BURGER**

Number: **1234**

Manager: **JONES**

Phone: **(123) 456-7889**

Modem: **(123) 456-7890**

City: **ANY TOWN**

STORE HOURS

1st day of 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	X			
Daypart	X		X	X
Shift	X			
Daily		X	X	X

Report @ **CLOSE + 00:15** or

time=

Header **ON** PEC **OFF**

Targets **ON** AUTO **ON**

Remote Display

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

Flash avg **DAILY**

SET PARAMETERS WORK SHEET 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	**<=**	**:10**	**0**	**N**
F	**>**	**:10**	**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

Store Header
Store: ____________________
Number: ____________________
Manager: ____________________
Phone: ____________________
Modem: ____________________
City: ____________________

STORE HOURS
1st day of 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 @ `CLOSE +` ________________ or
`time=` ________________

Header ________ PEC ________
Targets ________ AUTO ________

Remote Display

Remote #1 ____________________
Remote #2 ____________________
Remote #3 ____________________
Remote #4 ____________________
Remote #5 ____________________
Remote __% ____________________

Flash avg ____________

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

DAYPARTS AND SHIFTS RECORD

DATE:

Dayparts

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

Shifts

	Sun		Mon		Tue		Wed		Thur		Fri		Sat	
	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop	start	stop
1														
2														
3														
4														

NOTES:

INDEX

Symbols

+/- Keys
- Description of 2-7

A

A/B/A+B Key
- Description of 2-7

Access Codes Screens
- Assign Access Codes *See Assign Access Codes Screen*
- Set Access Codes *See Set Access Codes Screen*

Activity Screen
- Brief Description of 3-1
- Illustration 4-1

Alternate Configuration 5-1

Arrow Keys
- Description of 2-7

Assign Access Codes Screen
- Illustration 13-3

Automatic Printing
- How to set options for 13-17

C

Car by Car Reports by Station Screen
- Illustration 12-22

Car by Car Reports by Time and Date Screen
- Illustration 12-24

Car by Car Reports Screens
- Car by Car Reports by Station *See Car by Car Reports by Station Screen*
- Car by Car Reports by Time and Date *See Car by Car Reports by Time and Date Screen*

Cashier Window 1-2, 2-2

Change Current Date/Time 13-6

Change Header Settings 13-8

Change Store Hours 13-6

Clear Key
  Description of 2-7

Current Daypart and Shift Settings, Viewing 6-1

Customization
  Changing Store Requirements 13-1
  Custom Reports 12-12

D

Daily Reports Screen
  Illustration 12-3

Daily, Weekly, and Monthly Reports 12-2
  Daily Reports *See Daily Reports Screen*
  Monthly Reports *See Monthly Reports Screen*
  Report Format Selection *See Report Format Selection Screen (Daily, Weekly, and Monthly Reports)*
  Weekly Reports *See Weekly Reports Screen*

Daypart or Shift Reports
  Daypart Reports *See Daypart Reports Screen*
  Report Format Selection *See Report Format Selection Screen (Daypart or Shift Reports)*
  Shift Reports *See Shift Reports Screen*

Daypart Reports Screen
  How to Break Into Smaller Units and/or Shifts 13-10
  Illustration 12-14

Dayparts
  Definition A2-1

Dayparts and Shifts Record *See Worksheets*

Definitions of Terms A2-1

Diagnostics Screens
  Brief Description of 3-1
  Illustration 14-1

Display Mode Key
  Description of 2-7

Drive-Thru Operation
  Summary 2-1

E

Electrical Power Outage 2-4

Enter Select Key
  Description of 2-7

Event 00 .... A2-2

Events *See FT Events*

F

Fast Track Timer
  Elements Of 1-1
  Features 1-3
  General Use 1-4
  Illustration 1-2
  Introduction To 1-1
  Version 8-1

FT Events 13-24, 13-26, 14-1, 14-2, A2-1
  Event 00 .... A2-2
  Remove Car A2-2

FT Events Screen
  Illustration 14-2

G

Grades, Viewing 7-1

Grading Criteria, Viewing 7-1

H

Header, Changing Settings 13-8

Heading Screen
  Illustration 13-8

Hourly and Custom Reports Screen
  Illustration 12-12

I

Intercom 1-2, 2-1

K

Keyboard Mode Key
  Description of 2-7
Keypad
  Description of 2-7
  Illustration (Keys) 2-7
Keys
  Basic Functions 2-7
  Illustration 2-7

L

LED Status Lights
  Example of 2-6
  Purpose of 2-6
Loop
  Manually Resetting Internal Loop Detector 10-1
Loop Detector Failed to Reset
  How to Manually Reset 10-1

M

Main Console 1-1–1-2, 2-1
Manual Operation 9-1, 10-1, 12-1–12-26
Manual Reports
  Car by Car 12-22
  Daily 12-3
  Dayparts 12-14
  Hourly, Custom 12-12
  Monthly 12-9
  Shifts 12-17
  Weekly 12-6
  YTD (Year to Date) 12-20

Manual Reports Screen
- Brief Description of 3-1
- Illustration 12-1

Manually Reset a Loop Detector 10-1

Manually Synchronize Fast Track 9-1

Memory 1-4, 15-1

Menu
- Key, Description of 2-7
- Screen, Brief Description of 3-1
- Screen, Function 8-1
- Screen, Illustration 8-1
- Screen, Keystroke Actions Available 8-1

Menu Board 2-1

Monthly Reports Screen
- Illustration 12-9

Multi-Station Events
- Using Night Manager to Monitor 13-24

N

Night Manager Screen
- Illustration 13-24
- Show Event Counts *See Show Event Counts Screen*
- Show Event Detail *See Show Event Counts Detail*

P

Parameters Programming
- Brief Description of 3-1
- Illustration 13-1

Parameters *See Parameters Programming*
  Access Codes *See Set Access Codes Screen*
  Dayparts *See Set Dayparts Screen*
  Heading *See Heading Screen*
  Night Manager *See Night Manager Screen*
  Printer Options *See Set Printer Options Screen*
  Remote Display Options *See Set Remote Display Options Screen*
  Shifts *See Set Shifts Screen*
  Targets *See Set Targets Screen*
  Time/Store Hours *See Time/Store Hours Screen*

Pick-Up Window 1-2, 2-2

Print Display Key
  Description of 2-7

Print Header Screen
  Brief Desciption of 3-1
  Customizing Text in the Header to be Printed 13-8
  Illustration 11-1

Printer Report Tapes A1-1

Printer *See Thermal Printer*

Pull Outs 13-28, 14-2, A2-2

Pullouts Screen
  Illustration 14-2

R

Remote Displays
  Beep Function 2-4–2-5, 13-14–13-16
  Description of 2-5
  How to Select Information on 13-20, 13-23
  Illustration 2-5
  Percentage Remotes 13-21
  Set Addressing 13-23
  Two-Color Remote Display 1-1, 2-5

Remove Car
  Definition A2-2
  How to Manually Synchronize Fast Track 9-1

Remove Car Screen
  Brief Description of 3-1
  How to Manually Synchronize Fast Track 9-1
  Illustration 9-1

Report Format Selection Screen (Daily, Weekly, and Monthly Reports)
  Illustration 12-4, 12-7, 12-10

Report Format Selection Screen (Daypart or Shift Reports)
  Illustration 12-15

Reports
  Car by Car 12-22
  Daily 12-3
  Dayparts 12-14
  Hourly, Custom 12-12
  Monthly 12-9
  Shifts 12-17
  Weekly 12-6
  YTD (Year to Date) 12-20

Reset Loop Screen
  Brief Description of 3-1
  Illustration 10-1

Reset Memory Screen
  Brief Description of 3-1
  Illustration 15-1

Resetting a Loop Detector 10-1

S

Screens
  List and Brief Description of all Screens 3-1

Sectionalizing the Day (Setting Dayparts) 13-10

Set Access Codes Screen
  Illustration 13-3

Set Dayparts Screen
  Illustration 13-10

Set Parameters Worksheets *See Worksheets*

Set Printer Options Screen
  Illustration 13-17

Set Remote Display Options Screen
  Illustration 13-20, 13-23
  Selecting the Information that Appears on the Remote Displays 13-20, 13-23

Set Shifts Screen
  Illustration 13-12

Set Targets Screen
  Illustration 13-14
Set Text to Appear in Header 13-8
Setting Sections of the Day (Dayparts) and/or Shifts 13-10
Setting Targets for Grading 13-14
Shift Reports Screen
  Illustration 12-17
Show Event Counts Screen
  Illustration 13-28
Show Event Detail Screen
  Illustration 13-26
Special Percentage Remote 1-1, 2-5
Symbols
  Explanation of Symbols Used in this Manual 1-5
Synchronize Fast Track 9-1

T

Targets *See Set Targets Screen*
Tech Codes Screen
  Illustration 13-5
Thermal Paper Tape
  Installing and Replacing 2-9
Thermal Printer
  Changing Paper 2-9
  Function 2-9
  Resetting 2-9
  Stop Printing 2-7
Time/Store Hours Screen
  Function 13-7
  Illustration 13-6
  Settings for a 24-hour store 13-6
Troubleshooting A3-1
Two-Color Remote Display 1-1, 2-5

V

Vehicle Detector 1-2, 2-1

Vehicle Presence Signal 2-2

View Configuration Screen 5-1
  Illustration 5-1

View Current Daypart and Shift Settings 6-1

View Current Time 13-6

View Grading Criteria and Grades Acheived 7-1

View Periods
  Key, Description of 2-7
  Screen, Brief Description of 3-1
  Screen, Illustration 6-1

View Target Times
  How to Customize 7-1
  Key, Description of 2-7
  Screen, Brief Description of 3-1
  Screen, Illustration 7-1
  Viewing Grading Criteria and Grades Acheived 7-1

Viewing Store Hours 13-6

W

Weekly Reports Screen
  Illustration 12-6

Worksheets
  Dayparts And Shifts Record A4-5
  Set Parameters Worksheets Blank Sheet 1 .... A4-3
  Set Parameters Worksheets Blank Sheet 2 .... A4-4
  Set Parameters Worksheets Sample Sheet 1 .... A4-1
  Set Parameters Worksheets Sample Sheet 2 .... A4-2

Y

Year to Date Reports Screen
  Illustration 12-20

YTD (Year to Date) Reports *See Year to Date Reports Screen*

Fast Track 386

2+2®

Drive-Thru Timer

PHASE RESEARCH

3500 W. Moore Avenue, Suite M
Santa Ana, CA 92704
(714) 850-1320 or Fax: (714) 850-1502
www.phaseresearch.com
email - fasttrack@phaseresearch.com

Free Manuals Download Website

http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com