# Drive Thru Director Reference Guide

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# SICOM Systems, Inc Your Total Point of Sale Solution

SICOM Systems, Inc.

#### Drive Thru Director Reference Guide

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Document Number: 1.1

# Part I. Drive Thru Director--Reference Guide

# Your Drive Thru at a Glance

# **1.1. Introduction**

0:41 At pickup area:	0:27					Drive-Thru Director
0:25	Breakfast		All Day	⊜ 21 27		
Menu	Goal: 0:30	<b>76%</b> met	Goal: 0:30	<b>76%</b> met		
Window	Goal: 0:30	71% met	Goal: 0:30	71% met		
Total	<b>2:1</b> Goal: <b>2:30</b>	<b>4</b> 62% met	<b>2:</b> Goal: <b>2:30</b>	<b>14</b> 62% met		
10:0	)6 🏧 Bre	akfast		Lunch starts in 24m		0:08

Figure 1.1. Watch every car as it completes an order.

SICOM's **D**rive **T**hru **D**irector (DTD) provides a real time visual representation of your drive thru speed of service. By interfacing directly with your menuboard and pickup loop detectors, the DTD tracks every car as it makes its way through your drive thru. An icon representing each car shows both that car's total time and a time for each stage of the drive thru--you'll always see the big picture, but you'll be able to break down each individual element in your drive thru's performance:

						rive-Thru Director
2:48 At pickup area:						
1:03						
	Breakfast	ia 26	All Day	🚔 26		
Menu	0:2	25	0::	25		
menu	Goal: <b>0:30</b>	<b>77%</b> met	Goal: 0:30	<b>77%</b> met		
Window	0:2	28	0::	28		
Window	Goal: <b>0:30</b>	<b>69%</b> met	Goal: 0:30	<b>69%</b> met		
	2:0	)1	2:	01		
Total	Goal: 2:30	69% met	Goal: 2:30	69% met		
	ι		L			
10:0	)8 <sup>™</sup> Bre	akfast		Lunch starts		0:10
10.0		unidəl		in 22m		

Figure 1.2. Each drive thu section's time and a car's total time is on display throughout the process.

Whenever your drive thru is idle, a summary window keeps you up to date on your day part and daily averages:

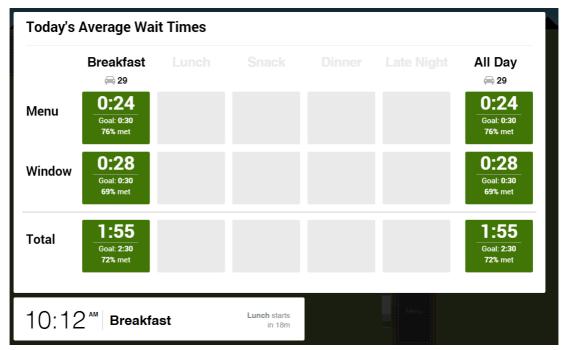


Figure 1.3. You average for each day part and your daily total appears whenever your drive thru is idle.

Lapses and slowdowns in your drive thru can be difficult to pinpoint--but because the Drive Thru Director shows you how each car contributes to your average times, you'll be able to track and diagnose problem transactions. When your average prescribed timing limits are exceeded for a day or day part, the DTD lets you know where you stand:

					Pickup					
1:08 pickup ana. 0:20										
	Breakfast	in the second se	All Day	iii iii iii iii iii iii iii iii iii ii		Breakfast	(iii) 20	All Day	(iii) 20	
lenu	0:2	28	0::	28	Menu	0:2	27	0:	27	
ena	Goal: 0:30	79% met	Goal: 0:30	79% met		Goal: 0:30	76% met	Goal: 0:30	76% met	
indow	0:3	31	0::	31	Window	0:3	30	0:	30	
IIIdow	Goal: 0:30	74% met	Goal: 0:30	74% met	Window	Goal: 0:30	71% met	Goal: 0:30	71% met	
otal	2:2 Goal: 2:30	23 58% met	2:2 Goal: 2:30	23 58% met	Total	<b>2:1</b> Goal: 2:30	<b>4</b> 62% met	<b>2:</b> Goal: 2:30	14 62% met	

Figure 1.4. In this example, it only takes a single car to bring your times in line with pre-configured limits.

This guide intends to walk you through how the DTD keeps track of the customer in your drive thru, how to install the DTD, and answers frequently asked questions about the DTD.

### **1.1.1. Your Guide to the DTD**

#### **Ordering Your Drive Thru Director**

For a guide on how to place your order for the DTD, consult *Chapter 2, Ordering Your Drive Thru Director*.

#### Installation

You can find the system requirements and installation steps in *Chapter 3, Installation*.

#### **Network Configuration**

The DTD requires a high speed Internet connection in order to report your drive thru times to *The DMB Portal*<sup>1</sup>. *Chapter 7, DTD Reporting* walks you through configuring your DTD's settings to use your required network settings.

#### **Technical Specifications**

The technical specifications for the Drive Thru Director hardware is included in *Chapter 5, Technical Specifications*.

#### **An Example Transaction**

*Chapter 6, How Your DTD Tracks Drive Thru Times* has a walkthrough of how cars are tracked in the drive thru.

#### **Speed of Service Reporting**

The DTD director reports your speed of service times to *The DMB Portal*<sup>2</sup>. *Chapter 7, DTD Reporting* shows how you how to access these reports and explains their fields.

#### FAQs

*Chapter 8, FAQs* has answers to the most frequently asked questions about the Drive Thru Director.

<sup>&</sup>lt;sup>1</sup> http://dmb.sicomasp.com

<sup>&</sup>lt;sup>2</sup> http://dmb.sicomasp.com

# **Ordering Your Drive Thru Director**

### 2.1. Overview

To order your Drive Thru Director (DTD) , follow these steps:

### 2.1.1. Step 1: Registration

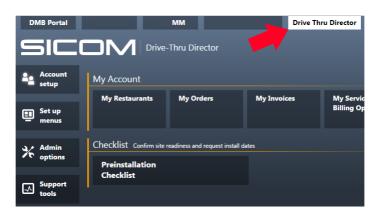
Go to *https://dmb.sicomasp.com*:



Select your desired language from the drop down menu.

If you haven't already registered, click the "Register now" link. Fill in and submit the required information, and you'll receive an email with instructions on how to set up your password. The email will be from *dmbregistrations@sicom.com*. Please make sure to check your spam folder if you can't find this email.

If you've already registered, whether for your Digital Menu Boards (DMBs), BK® GURU, or for SICOM's Labor Scheduler, then enter your email address and password.



Once you've logged in, click on the "Drive Thru Director" tab:

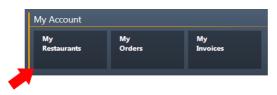
Once you've clicked on the "Drive Thru Director" tab, click on "Account Setup" button:



Now that you're logged in and have navigated to the "Account setup" page, we'll walk you through completing the three utilities that comprise the ordering process.

#### 2.1.2. Step 2: Set up your restaurant accounts

Once in the "Account setup" page, click "My Restaurants":



If you do not see a restaurant that you'd like to order a Drive Thru Director for, add that restaurant by clicking the "Add" button:

	Country	y City	Operating company
1816 Gar	ribaldi Way USA	Squamish	
209 Chai	n Lake Drive CAN	Halifax	
Sample A	Address GB	Sample City	
Sample A	Address IE	Sample City	
Sample A	Address ES	Sample City	
			Operating

Enter in the information for the restaurant you need to add and click "Save"

dit Restaurants		X
General Billing	Shipping	Tax Broker
Restaurant number	0	0
Custom restaurant num	nber 0	0
POS system type		Choose 🔻
Phone	0	0
Email	Ē	
Address 1	Ē	
Address 2	Γ	
Address 3	Ē	
City	Γ	
Region	Γ	
Postal Code	Γ	
Country	Ē	
Operating company		Choose   Add
Open 24 hours		Yes No
Cancel		Save

Even if you don't need to add a restaurant, you should verify all the address and contact information for your listed restaurants. Click on your restaurant numbers to look through this information.

#### 2.1.2.1. Confirming Your Restaurant Information

#### 2.1.2.1.1. General Tab

Please verify/complete the restaurant's address and contact information. Only fields that are denoted with an \* are required

General	Billing	Shipping	Tax Broke	r
Restaurar	nt Number*		55	555555
Custom R	estaurant N	lumber	Γ	
POS syste	em type		5	SICOM SL Series (Integrated Pricing)
Phone			Γ	
Email			Γ	
Address 1	*		Γ	
Address 2	2		Γ	
Address 3	3		Γ	
City*			Г	
Region			Γ	
Postal Co	de*			
Country*				Select a Country
Operating	company		t	v

#### 2.1.2.1.2. Billing Tab

The information in this tab should match the address entered into the General tab, which is the address of the physical restaurant. **This address could differ from the address of the Operating Company**. The information accessed with the **Operating Companies** button will display on the sales order header regardless of what is entered into this tab. If you wish to change the operating company information, please reference *Section 2.1.6, "Editing Operating Companies*".

General Billing Shipping	Tax Broker
Address 1*	
Address 2	
Address 3	
City*	
Region	
Postal Code*	
Country*	SPAIN v
Copy Address	Submit Validate Address

#### 2.1.2.1.3. Shipping Tab

Please verify/complete the address and contact information related to the restaurant site. This is the physical location where the equipment will be shipped.

	General Billing	Shipping Tax Bro	ker	
	Address 1*			
	Address 2			
	Address 3			
	City*			
	Region			
	Postal Code*			
	Country*		Select a Country	
		Copy Address	s Submit	
Note				
	-		mers ordering for restaurant oker information as necessa	

Once all stores are added/verified, click the 'Account Setup' button to return to the main menu and continue on to Section 2.1.3, "Step 3: Ordering Process".

#### 2.1.3. Step 3: Ordering Process

Once back at the main menu, click the "My Orders" button to continue:

My Account		
My Restaurants	My Orders	My Invoices
· •		

Any previously started/completed orders will display on this page. Click the 'New Order' Button to continue

My Orders New Orde	Created	Closed	C	Ordered Products Count	State
2014/00001	07/08/2014 15:58:35	Closed	SICOM Presentations	1	Created
Click on "Add P	roduct":				
	Shopping Cart	Cance Add Product	Delete Product Proceed to Checkout		

Select the applicable restaurant from the dropdown list and validate the billing/shipping address:

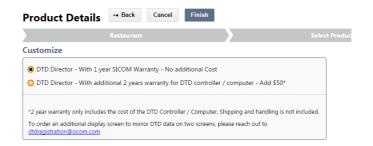
				Restaurant
estaurant	ĺ	1004	A Not a	a Restaurant
Billing Address			م Address	
Address 1*	Sample ,	Select Restaurant / Ship-To	*	Sample Address
Address 2		1001		
Aug. 235 2		1002		
Address 3		1003		
City*	Sample	1004		Sample City
	oumpie	1005		Gumple only
Region			Region	
Postal Code*	123456		Postal Code*	123456
Country*	Ireland	¥	Country*	Ireland v
	Valida			Validate

Make sure to click I have verified all address information is complete and accurate to continue.

Select Drive Thru Director and click the "Next" button to continue:

Product Details	« Back	Cancel	Next ►>
	Restaurant		
Select Product			
🔵 Digital Menu Boards			
🔵 Burger King Guru			
🔘 Menu Maintenance Servi	ce		
🔵 Loyalty			
Orive-Thru Director			
O Labor Scheduler*			

You can choose to have the 1 year SICOM warranty or an additional 2 years warranty (for a total of 3 years):



Click the "Finish" button to complete an order for a single restaurant.

Product Details A Back Cancer Finish

At this point you can continue to add the DTD to your shopping cart for other restaurants by clicking "Add Product":



If no additional products are to be added to the order, click the "Proceed to Checkout" button:

Sho	opping Cart	Cancel	Add Product	Delete Production Proceed to Checko	ut
	Product Name			S.atus	Restaurant Number
	Drive-Thru Director			Ready	111111

### 2.1.4. Step 4: Checkout/View Quotes

Next, the ordering system will check for any problems with the order. This step ensures that you do not have a duplicate product ordered for a restaurant. Click the "Next" button to continue:



All sales agreements have to be opened and accepted:

Checkout Window	<ul> <li>✓ Back</li> </ul>	Cancel	Next >>
Check for Proble	ms		Agree to Sales Agreements
Agree to Sales Agreement	s		
Ordered Products			Sales Agreements to be accepted
• 111111 Drive-Thru Director			The following documents must be reviewed and agreed to before proceeding with the order.
			View and Print Sales Agreements
			Drive-Thru Director

Once all sales agreements have been accepted, click the "Next" button to Continue:

	Sales Agreements to be accepted	
	The following documents must be reviewed and agreed to before proceeding with the order.	
	View and Print Sales Agreements	
	Drive-Thru Director	
$\frown$		
Note		
	an review your agreements again by clicking on the name of t	he product
Once accepted, you c	an review your agreements again by clicking on the name of t	he product
	an review your agreements again by clicking on the name of t	he product
Once accepted, you c	an review your agreements again by clicking on the name of t	he product
Once accepted, you c	an review your agreements again by clicking on the name of t Sales Agreements to be accepted	he product
Once accepted, you c		he product
Once accepted, you c	Sales Agreements to be accepted The following documents must be reviewed and agreed	he product
Once accepted, you c	Sales Agreements to be accepted The following documents must be reviewed and agreed to before proceeding with the order.	he product

Click the "View and Print Agreements" button to continue:

Checkout Window 🛛 🖼 Back	Cancel	Next »>	
Check for Problems		Agree to Sales Agreements	
Agree to Terms			
Ordered Products		Terms to be accepted	
• 111111 Drive-Thru Director		The following documents must be to before proceeding with the ord	-
		View and Print Agreements	
		DTD Acquisition Term	<u>^</u>
	-	DTD Support Term	<u> </u>
		DTD Acknowledgements	<u>^</u>

All documents have to be agreed to in order to continue. Once complete, green checkmarks will display to indicate that you've completed agreeing to the required documents:

Ordered Products	Terms to be accepted	
111111 Drive-Thru Director	The following documents must be reviewed and ac to before proceeding with the order.	jreed
	View and Print Agreements	
	DTD Acquisition Term	~
	DTD Support Term	~
	DTD Acknowledgements	~

#### 2.1.5. Step 5: Finalizing Your Order

If the order is complete, and no additional modifications are needed, then click the 'Finalize Order' button to continue:

Checko	out Window	Back Cancel	Finalize Order	
	Check for Problems		Agree to Sales Agreem	ients
Finalize (	Order			
		Product Name	Restaurant Number	Address
		Drive-Thru Direc	tor 111111	18092 4434

You'll be asked if you're sure. Once the order is finalized, no further changes can be made:

Are you sure?	×	
Your order will be close	d Further editing	is not
allowed.	a. I dialor odialig	10 1101

After the order is complete, click the "Proceed to Payment Instructions":

Thank you for your order!	
Implementation will be scheduled once payment is received.	
Proceed to Payment	

Once in your payment screen, you can choose your target invoice(s) and select the "Pay" button at the top righthand corner of the screen.

Clo	<b>d:</b> en Invo sed Inv Invoice	roices		My Invoice Thank you for usin invoices totaling S	ng SICOM Systems! Ye	Open Invoices ou have <b>1</b> open	)	Export	Pay
$\left[ \right]$	Invoid	e Number 🔻	Contains •	Se	arch ( 5 )				
		Invoice Number +	Operating Company	Restaurant Number 🕨	Invoice Total +	Amount Paid >	Balance )	Reference Number >	
		KG20326	SICOM Presentations	111113		0.00		K07754C	
Dis	olaying	1 - 1 out of 1 results	s, 50 results per page.						

Choose your preferred payment method and follow the onscreen instructions to complete ordering your Drive Thru Director.

Find: Open Invoices Closed Invoices All Invoices	Export 📷 🔯	Pay
	My Invoices Open Invoices Thank you for using SICOM Systems! You have 1 open invoices totaling 5	
	Payment Method X Please select a method of payment:	
Invoice Number   Contains  KG20326  SICOM Pr	e Number >	
Displaying 1 - 1 out of 1 results, 50 re		
	Invoices: 1	

### 2.1.6. Editing Operating Companies

You may need to change the operating company associated with an order. This operating company will be the entity displayed on the header of the invoice. To edit your operating company, click "Account setup" and then "My Restaurants":



The "Operating Companies" button can be found on the bottom right hand corner of the "My Restaurants" edit:

#### **My Restaurants**

	Restaurant Number	Address	Country	City	• Operating company
	111111	4434 Progress Meadow	USA	Doylestown	t
	999998				
Ac	ld Edit				Operating Companies

Select the operating company that you'd like to edit and click "Add" or "Edit":

•	perating Companies	I		X
Ш	JICOW	4454 Hogress meadow bi	054	Doylestown
a	Sicom Presentations	4434 Progress Meadow Dr.	USA	Doylestown
	Add Edit			Delete Selected

Please confirm/complete contact information related to the Operating Company. Enter any applicable tax numbers (ex. VAT number, RFC etc).

C		
Company Name*	Sicom Presentations	
Tax Number		
Address 1*	4434 Progress Meadow Dr.	
Address 2		
Address 3		
City*	Doylestown	
Postal Code*	18902	
Country*	UNITED STATES	Ŧ

This is the address where any invoices will be sent. You can assign operating companies in "My Restaurants":

My Restaurants					
	+ Restaurant Number	Address	Country	City	• Operating company
	111111	4434 Progress Meadow	USA	Doylestown	t
	111117	4434 Progress Meadow Drive	USA	Doylestown	t
Ad	ld Edit			(	Operating Companies

# Installation

# **3.1. Introduction**

Following are the steps needed to complete the physical installation of the Drive Thru Director (DTD).

# **3.2. Site Requirements**

The DTD requires at least 76cm x 76cm (30" x 30" inches) of wall space to mount the bracket to the wall. It requires a high speed Internet connection. If a SICOM **D**igital **M**enu **B**oard (DMB) BK® GURU system has previously been installed in the restaurant, the DTD's Ethernet connection should run to the same network switch used by the these systems.

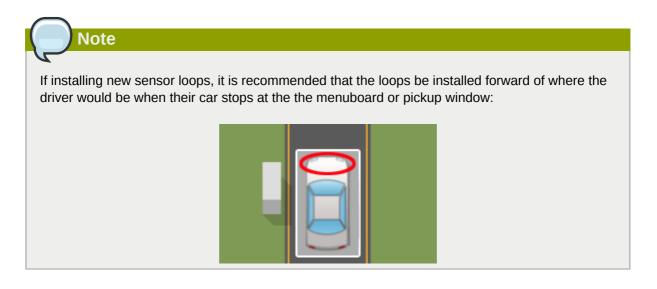


The DTD can support two displays--one display will use the DisplayPort connection, the other display will use the HDMI connection. An additional display will require an additional outlet. If using displays with differing resolutions, the display with the higher resolution should use the DisplayPort.

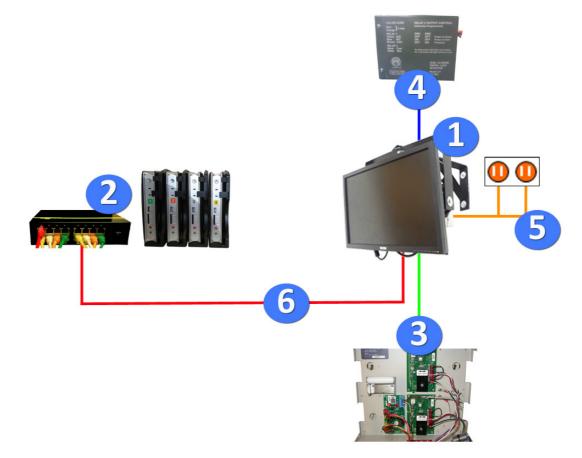
The DTD should be located in the drive thru area and be visible to the restaurant team members during normal drive thru operations.



Drive Thru Speed of Service technology is based on equipment that measures fluctuations in electricity, and is sensitive to power changes. Even the DT loops must be within certain electrical tolerances to provide accurate results. Environmental issues caused by electricity can cause inaccurate readings by the loop detector. Changes in power levels caused by restaurant equipment can cause SOS technology to fail or report inaccurately. Ensuring the Drive Thru Director is installed on a dedicated, grounded circuit is recommended to provide for product performance for the customer.



### 3.2.1. DTD Wiring Diagram



#### Figure 3.1. DTD Wiring Diagram

- 1. Drive Thru Director and Monitor
- 2. Digital Menu Board (DMB) Network Switch (Traditionally located in the restaurant's back office).
- 3. Menuboard Loop Relay (Traditionally in the restaurant's back office. The appearance of your relay will vary by brand.)

- 4. Pickup Loop (The appearance of your relay will vary by brand.)
- 5. Power Cords from Drive Thru Director and Monitor
- 6. Ethernet Cable from DMB Network to Drive Thru Director

## **3.3. Required Tools**

- Type 0 Phillips Head Screwdriver (Recommended for GPIO Board screws)
- Type 1 Phillips Head Screwdriver
- Wire Stripper, Cutter
- Drill
- 12.7mm (1/2 inch) Drill Socket (If using mounting screws instead of toggle bolts to mount the wall bracket into the frame of the restaurant. See Section 3.5, "The Wall Mount Bracket" for details.)

## 3.4. Installation Inventory

• (1) DTD Controller

Includes:

- (1) Power Supply
- (1) Power Cord
- (1) Mounting Plate
- (4) Screws
- (1) U-Bracket:



Figure 3.2. (1) The front of the U-Bracket, where the monitor is mounted (2) The back of the U-Bracket, where the controller is mounted

#### Includes:

• (1) VESA compliant "J" Clip:



- · 4 flathead screws
- (1) 48 cm (19") VGA Monitor

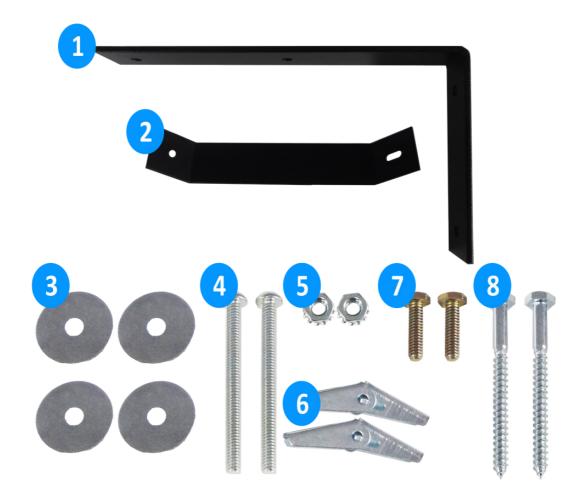
#### Includes:

- Power Cord
- (1) 1 m (3 ft) VGA to DisplayPort Cable
- (1) 38 m (125 ft) length of Loop Cable
- (1) 30 m (100 ft) Terminated Cat5e Ethernet cable
- (1) 1 m (3ft) USB A to USB B Cable

# 3.5. The Wall Mount Bracket

The Drive Thru Director and its monitor will be attached to the wall with a wall mount bracket:





### 3.5.1. Wall Mount Bracket Installation Inventory

#### Figure 3.3. Installation Inventory

- 1. (1) Main "L" Bracket
- 2. (1) Supporting Crosspiece
- 3. (4) Washers
- 4. (2) Wall Mounting Toggle Bolts
- 5. (2) Nuts
- 6. (2) Butterfly Anchor for Wall Mounting Toggle Bolts
- 7. (2) Bolts for U-Bracket and Crosspiece
- 8. (2) Wall Mounting Screws

### 3.5.2. Assembling the Wall Mount Bracket

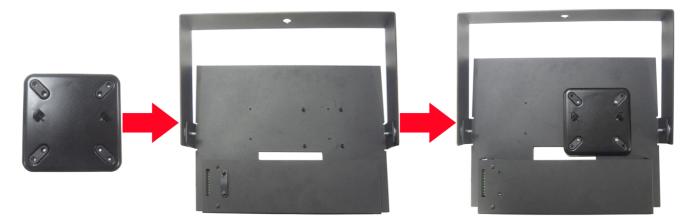
If mounting the DTD in drywall, use the wall mounting toggle bolts and their butterfly anchors. If mounting the DTD directly into the building's frame, use the wall mounting screws instead of the bolts and anchors.



Figure 3.4. Assembing the wall mount bracket. If mounting the bracket directly into the frame, use the mounting screws in place of the bolts and anchors.

# 3.6. Adding the Mounting Plate to the U-Bracket

The DTD controller rests on a mounting plate that is attached to the back of the U-Bracket:



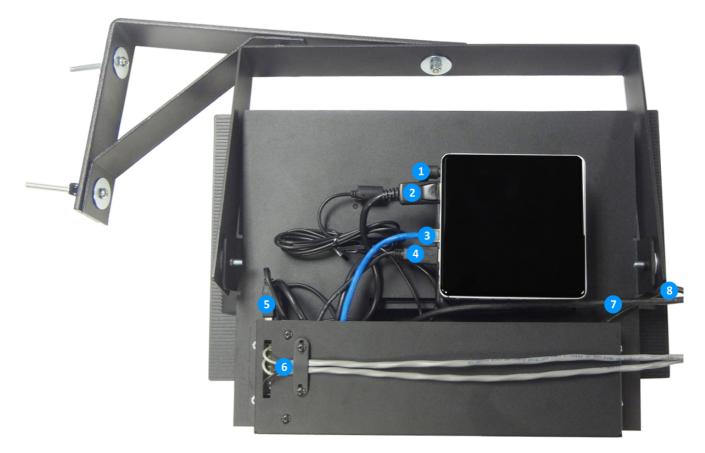
The DTD controller has plastic slots on its back that hook into the metal tabs on the mounting plate on the U-bracket:







Following is the DTD controller in the U-Bracket, along with its required cords and connections.



#### Figure 3.6. The Drive Thru Director mounted in the U-Bracket

- 1. DTD Controller Power
- 2. DisplayPort connects to VGA port on monitor
- 3. Ethernet
- 4. USB into DTD Controller
- 5. USB B into GPIO Board
- 6. Loop cables from GPIO Board to Loops. See Section 3.8, "Loop Wires to the GPIO" for more information on which pins to attach the loop wires to on the GPIO board. The loop cables should be held in place by the bracket's built in cable holder:



- 7. Power Cord to VGA Monitor
- 8. Power Cord to DTD Power Supply (In Bracket)

# 3.7. The DTD Controller and its Ports

Following are the DTD controller's ports and connections. The blue USB 2 ports are **NOT** used.



#### Figure 3.7. The Labeled Ports and Buttons on the DTD Controller

- 1. DisplayPort
- 2. Ethernet
- 3. USB
- 4. Power Button
- 5. Air Vents

# 3.8. Loop Wires to the GPIO

The DTD receives its sensor information from loop cables leading from your drive thru loop sensors. A loop cable will run to the **G**eneral **P**urpose Input **O**utput (GPIO) board in the DTD's U-Bracket. The sensor wire from the loop cable will connect to its individual assigned pin in the GPIO board, while the ground wire from each loop cable will connect to the last ground pin on the GPIO.

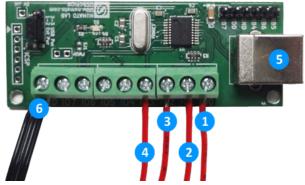


Figure 3.8. The Wiring from your Loop Detector to Loop Sensors

- 1. Menuboard Loop
- 2. Pickup Loop
- 3. Cashier/Payment Window Only Loop
- 4. Menuboard 2 Loop
- 5. USB to Drive Thru Director Controller
- 6. Ground for all loops. Each configured loop requires a ground cord.

# **3.9. Attaching the Monitor to the U-Bracket**

Screw the VESA compliant "J" bracket into the back of the monitor. Hook the "J" bracket into the slot on the front of the monitor bracket:



# **DTD Network Configuration**

# **4.1. Methods for Configuring Your DTD's Network Settings**

SICOM's Drive Thru Director controller requires a continuous high speed Internet connection in order to retrieve software updates and send timing data to the DMB Portal. Your controller must be configured with the necessary network settings in order to attain this connection.

There are two methods to configure the network setup for your controller:

**Method 1**: Use the DHCP Edit in your SICOM POS system to assign the network settings of your controller.

Method 2: Manually enter your network settings in the controller.

If you have a SICOM POS system in your restaurant, you can use Section 4.1.1, "Method 1: Using the DHCP Edit in your SICOM POS System". If you do not have a SICOM POS system in your restaurant, use Section 4.1.2, "Method 2: Manually Entering Your Network Settings".

#### 4.1.1. Method 1: Using the DHCP Edit in your SICOM POS System

If you are installing a Drive Thru Director in a restaurant that uses a SICOM POS system, you should have the SICOM system assign the network settings to your controller via DHCP. First, find the network settings of your controller by connecting a USB keyboard into the controller, holding down the **CTRL** key, and pressing the letter "e" on your keyboard, which should take you to the IP Configuration screen. By default, the option to **Use DHCP** will be checked:

Network Configuration			
MAC address:	00012e489686		
Use DHCP:	×		
IP address:	192.168.1.197		
Netmask:	255.255.255.0		
Gateway:	192.168.1.254		
Primary Dns:	192.168.5.1		
Secondary Dns:	192.168.1.254		
Save			

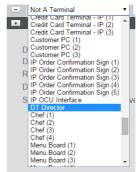
In order to add the controller into your SICOM system's DHCP, you will need to know the **MAC** address of the controller. You can see this address on the on the IP Configuration screen. This value is highlighted in the following image. Write down this **MAC** address, and access the DHCP Edit utility in your SICOM system.

MAC address:	00012e489686
Use DHCP:	
IP address:	192.168.1.197
Netmask:	255.255.255.0
Gateway:	192.168.1.254
Primary Dns:	192.168.5.1
Secondary Dns:	192.168.1.254

In your SICOM Management Console, go to System  $\rightarrow$  Configuration  $\rightarrow$  DHCP Edit.

- 1. At the bottom of the utility, click the "+' sign next to Add A Terminal:
- 2. Choose DT Director as the new device that you are adding.

Add A Terminal



3. Type in the MAC address of the controller in the MAC field. The IP Address field will fill in automatically as dtdirector.



4. Click SUBMIT to add the device to your DHCP edit.



5. Click Restart DHCPD at the top of the utility.



Once you have entered your controller's **MAC** address into your SICOM system's **DHCP Edit** and have **Restarted DHCPD**, go to your SICOM DTD controller's IP Configuration screen and click **Save**:

Network Configuration			
MAC address:	00012e489686		
Use DHCP:			
IP address:	192.168.1.197		
Netmask:	255.255.255.0		
Gateway:	192.168.1.254		
Primary Dns:	192.168.5.1		
Secondary Dns:	192.168.1.254		
Course			
Save			

The IP field should read **192.168.1.197**, and the Netmask should be **255.255.255.0**. The rest of your required fields may vary depending upon your network setup, and may not include a **Secondary DNS**. At this point, return to your controller's main screen by holding down the **CTRL** key and pressing the letter "**v**."

### 4.1.2. Method 2: Manually Entering Your Network Settings

If your restaurant has a managed network, contact your IT personnel to request the network settings required for the controller. The needed network settings are:

LAN IP Address Netmask Gateway Primary DNS Secondary DNS

If your restaurant does not have a managed network, you will have to acquire these network settings. You would have already had to provide this information if you have SICOM Digital Menu Boards or a BK® GURU installed at your site. You can use this information to determine the network settings for your Drive Thru Director. For example, if you had to provide a free range of 10 LAN IPs for your Digital Menu Board controllers and displays, and the last free LAN IP was 192.168.100.110, then the LAN IP of your Drive Thru Director could be 192.168.100.111, provided that another device doesn't already use that IP. The additional network settings would be the same as your already installed Digital Menu Board or BK® GURU devices.

If you need to find out a free IP address to assign to your Drive Thru Director. check to see which IP addresses are currently in use. Obtaining a list of currently used IP addresses can be done from a command prompt by typing "arp -a". From the PC in your manager's office open the 'Start' menu. In the search field type 'cmd':



This will open up a command prompt. Typing in "arp -a" will give you a list of currently used IP Addresses on your store's network.

To find out the rest of your required settings, type "ipconfig /all" into the command prompt to display a list of the other required network information for your Drive Thru Director, as highlighted by the blue arrows in the following figure:

Physical Address. DHCP Enabled. Autoconfiguration Enabled Link-local IPV6 Address IPV4 Address Subnet Mask Lease Obtained.	: Realtek PCIe GBE Family Control : 6C-62-6D-70-45-BC : Yes : fe80::98b4:8790:113c:a92c:10 <pr : 192.168.9.190(Preferred) : 255.255.240.0 : Wednesday, October 05, 2011 11: : Friday, October 07, 2011 7:19:2 : 192.168.7.100 : 192.168.5.1</pr 	referred) :49:25 AM
	. : 00-01-00-01-14-9E-46-6A-6C-62-6	5D-70-45-
DNS Servers	192.168.8.240	
Primary WINS Server		
NetBIOS over Topip	: Fnabled	

Once you have your required network settings, connect a USB keyboard to your Drive Thru Director's controller, then hold down **CTRL** key and press the letter "**e**." This should take you to the controller's IP Configuration Screen:

Network Config	uration	
MAC address:	00012e489686	
Use DHCP:	-1	
IP address:	192.168.100.114	
Netmask:	255.255.255.0	
Gateway:	192.168.100.254	
Primary Dns:	8.8.8	
Secondary Dr	8.8.4.4	
Save	)	

- 1. Uncheck "Use DHCP."
- 2. Input your needed network settings.
- 3. Click "Save"
- 4. At this point, return to your controller's main screen by holding down the **CTRL** key and pressing the letter "**v**."

# **Technical Specifications**

Following are the technical specifications for the DTD controller and display.



#### Figure 5.1. DTD Controller

	DTD Controller
CPU	AMD A4-5000 APU (quad-core, 1.5 GHz)
GPU	AMD Radeon HD 8330
Memory	64GB SSD, 4GB RAM
Dimensions	127 mm x 127 mm x 45 mm (5.0" x 5.0" x 1.77")



#### Figure 5.2. DTD Display

	19" LCD Display
Viewable Size	49.53 cm (19.5")
Resolution	1600 x 900
Interfaces/Ports	DVI VGA
Brightness	200 Nit
Power Consumption Standby/ Operation	450 mW/16.20 W
Dimensions	276.86 mm x 462.28 mm x 51 mm (10.9" x 18.2" x 2.0")

# How Your DTD Tracks Drive Thru Times

The following walkthough shows an example of a drive thru transaction, and shows how your speed of service is tracked and recorded.

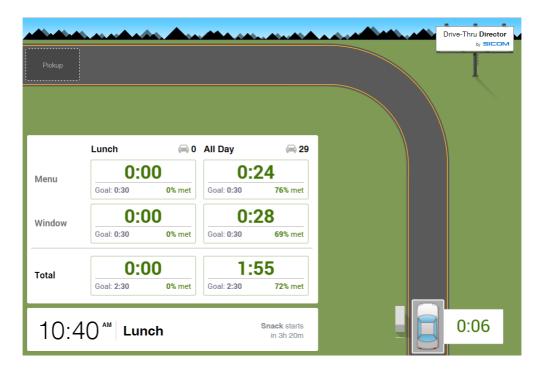


# **6.1. An Example Transaction**

Following is an example of how a car is tracked as it goes through your drive thru. It includes what's physically happening in your drive thru and then how the DTD represents these events.

#### 6.1.1. A Car Activates Your Menuboard Loop

Once a car pulls to your menuboard, a car icon will appear at the Order Area on the Drive Thru Director:



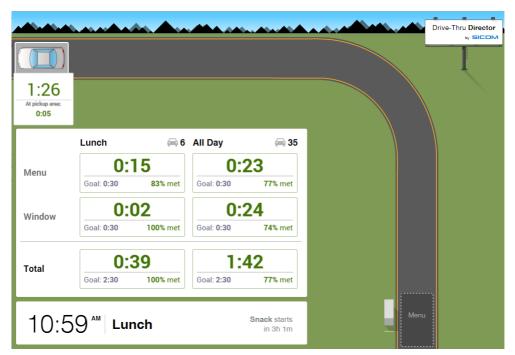
### 6.1.2. A Car Leaves Your Menuboard Loop

Once the card pulls from your menuboard, the car icon will continue along the path, stopping to wait before the pickup window:



#### 6.1.3. A Car Activates Your Pickup Loop

When a car activates your pickup loop, the car icon will pull to the Pickup Area:



Once a car pulls away from the pickup loop, the car will leave the DTD display.

# 6.2. Configured Limits and Visual Warnings

Visual warnings occur when you exceed preconfigured limits. There are limits for times at both the menuboard and pickup loops, as well as an overall limit.

Stage In Drive Thru	Time Limit that Incurs Warning
Order Area	45 Seconds
Pickup Area	45 Seconds
Total Time	2 Minutes and 45 Seconds

# 6.3. Summary Screen During an Idle Drive Thru

If there's no activity in your drive thru, the DTD will show a summary of your times for the day part and day:

	Breakfast	Lunch 2	Snack		All Day ag
Menu		<b>0:24</b> Goal: 0:30 70% met			<b>0:24</b> Goal: 0:30 74% met
Vindow		<b>0:15</b> Goal: 0:30 90% met			<b>0:25</b> Goal: 0:30 74% met
otal		<b>0:55</b> Goal: 2:30 90% met			<b>1:40</b> Goal: 2:30 77% met

- Each elapsed day part shows its car count.
- Each current day part shows the average for your **Menu**, **Window** or **Total** times, along with the day part's car count. You'll also see the percentage of which satisfied your timing goals.
- The total day's car count and averages are displayed on the All Day section.
- The total time, current day part and when the next day part show near the bottom of the display.

#### 6.3.1. Order Area Warnings

After waiting at the order area for 45 seconds, the car icon will be highlighted in red.



After 2 minutes at the order area, the car will automatically be pushed to wait before the pickup area. If, after 2 minutes at the pickup area without a pickup loop sense, the car will automatically be pushed from the line. See *Section 6.3.4.4, "Slowpokes"* for more information.

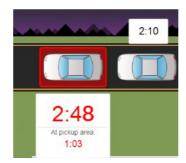
### 6.3.2. Pickup Area Warnings

After waiting in the pickup area for over 45 seconds, the car icon will be highlighted in red and its "At pickup area" time will turn red:

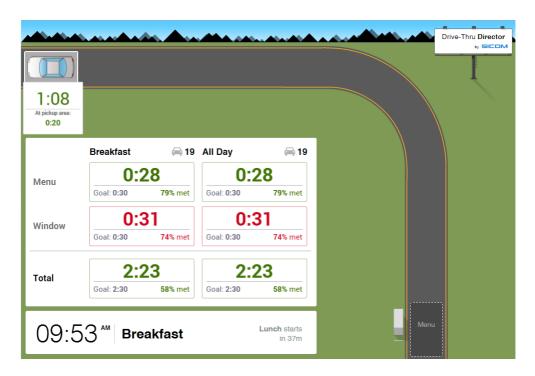


### **6.3.3. Total Time Warnings**

If a car's total time in line exceeds two minutes and 45 seconds, the car icon will be highlighted in red and its total time will turn red:

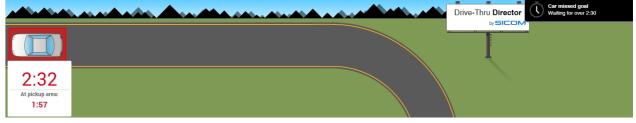


If your total average for the menuboard, pickup window, or total exceeed their preconfigured limits, then that average will be highlighted in red.



#### 6.3.4. Alerts

If your DTD has alerts enabled, every warning you incur will also appear as an alert on the upper right hand corner of your display:



The following alerts are recognized:

#### 6.3.4.1. Car Missed Goal

These alerts occur if a car has been waiting for longer than your configured limits at a particular point in your drive thru:



Cars that eclipse these limits will be highlighted in red. Currently, a car will cause these alerts by:

- Waiting for over 45 seconds at the Menuboard.
- Waiting for over 45 seconds at the Pickup window.
- Having a total time over 2:45.

#### 6.3.4.2. Sensor Problems

Currently, if you have a 10% disparity between drive thru sensor events, such as 10% less pickup events than corresponding menuboard events, you'll receive a warning that there may be an issue with one of the sensors in your drive thru:

Sensor Problem Suspected issue with: Pickup window	

#### 6.3.4.3. Missed Daypart Goal

If your average wait time for a segment of your drive thru was over your configured daypart goals, you'll receive this alert.

#### 6.3.4.4. Slowpokes

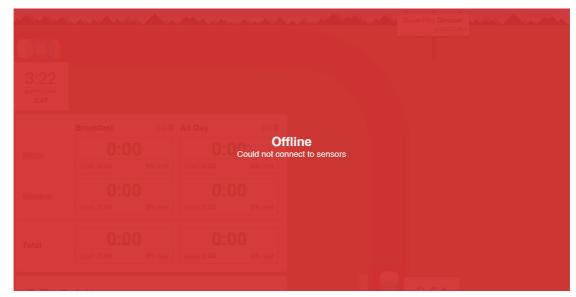
"Slowpokes" are cars that have a menuboard event, but don't have a corresponding pickup event:



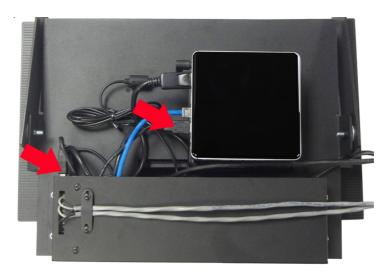
If a car leaves the menuboard loop, and 2 minutes elapse before a pickup loop sense, then that car will be "pushed" from the line and will not count towards your drive thru timing totals. The car icon will disappear from your drive thru queue.

#### 6.3.4.5. Offline

If the DTD controller loses its USB connection to the GPIO board, you'll see an error message advising you that the DTD is offline from its sensors:



Check the connection between your GPIO board and the DTD controller:



# **DTD Reporting**

# 7.1. Accessing Your Reports

The following sections intend to walk you through accessing your speed of service reports via SICOM's DMB portal. These reports record the times of a "day" from midnight to midnight--if you run a report for December 1st, you will receive timing data from 12 a.m. on December 1st to 12 a.m. on December 2nd.

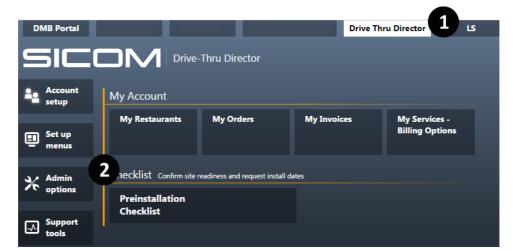
You can reach your DMB portal site through any web browser by going to



*https://dmb.sicomasp.com*<sup>1</sup> (https://dmb.sicomasp.com)

#### Figure 7.1. The Login Page for the DMB Portal

Once logged in, (1) click the "Drive Thru Director" tab in the upper portion of your browser, then (2) click on "Admin options":



You should see the following speed of service reports available to you--the **Drive Thru Timing Report** and the **Drive Thru Timing Transactions Report**.

<sup>&</sup>lt;sup>1</sup> https://dmb.sicomasp.com/

# Note

If you do not have these options available to you, please ensure that your user has been granted access to these reports via the portal's Access Manager. A walkthrough for using the access manager has been included in *Chapter 9, Using the Access Manager to Allow Users to View DTD Reporting*.

# 7.2. Drive Thru Timing Report

This report allows you to see the car count, high and low times, and the time for each segment of your drive thru:

	Car		2:45	Fastest	Slowest	*******		verage ********	
<b>Fime</b>	Count	Count	****	Car	Car	Menu Time +	Line Time	+ Pickup Time =	= Total Time
18:00	6	5	83.3	02:22	05:29	00:53	01:43	01:34	04:10
18:15	3	2	66.6	01:50	03:06	00:45	00:58	00:51	02:34
18:30	3	2	66.6	02:04	03:54	01:04	00:34	01:34	03:11
18:45	5	4	80.0	01:56	04:21	01:09	00:53	01:21	03:23
19:00	5	2	-40.0	01:39	03:36	00:49	00:25	01:24	
19:15	2	1	50.0	01:41	03:05	00:40	00:17	01:27	02:23
19.30	6	6	100.0	03:30	06:17	01:30	01:16	01:54	04:40
19:45	5	3	60.0	02:34	06:52	00:49	02:32	01:29	04:50
20:00	9		100.0	06:21	11:21	01:19	04:55	02:44	08:57
20:15	2	2	100.0	08:39	10:51	02:19	04:06	03:21	09:45
20:30	7		100.0	03:52	11:45	02:02	03:54	02:15	08:11
20:45	1	1	100.0	03:20	03:20	01:07	00:14	01:59	03:20
21:00	4	3	75.0	02:28	07:55	00:49	02:38	02:16	05:43
21:15	6	6	100.0	05:27	07:17	01:00	03:26	01:35	06:01
21:30	2	2	100.0	03:32	04:23	01:08	01:11	01:39	03:58
21:45	6		100.0	03:17	06:07	01:28	01:11	01:53	04:32
22:00	3	3	100.0	04:05	08:13	00:53	02:13	03:06	06:12
22:15	5	5	100.0	03:48	05:47	01:08	02:05	01:34	04:47
22:30	4	3	75.0	02:35	03:35	01:01	00:28	01:29	02:59
22:45	4	3	75.0	02:31	04:43	00:56	00:56	01:54	03:46
23:00	2		100.0	03:16	04:06	00:50	01:00	01:51	03:41
23:15	7	7	100.0	05:05	07:51	00:52	03:44	01:58	06:34
23:45	7		100.0	03:51	09:22	01:10	02:30	02:25	06:05
00:00	1	1	100.0	05:28	05:28	00:57	00:18	04:13	05:28
00:15	2	1	50.0	02:30	03:22	00:42	00:29	01:46	02:56
00:30	4	4	100.0	03:18	06:19	01:17	01:38	02:28	05:22
00:45	3	2	66.6	01:21	05:20	00:38	01:08	01:55	03:41
01:00	1	1	100.0	14:51	14:51	00:18	12:57	01:36	14:51
01:30	1	0	0.0	01:03	01:03	00:11	00:39	00:13	01:03
02:30	1	1	100.0	44:52	04:52	00:05	44:29	00:18	04:52
Total	374	245	65.5	00:35	04:52	00:54	01:46	01:24	04:04

#### Figure 7.2. Drive Thru Timing Report

- 1 Time when the timing events took place
- 2 Number of timing events

3 -	Timing	events	that	exceeded	2:45
-----	--------	--------	------	----------	------

- 4 Percentage of timing events that exceeded 2:45
- 5 The shortest recorded timing event

- 6 The longest recorded timing event
- 7 The time when the car triggered the menuboard loop until the car left the menuboard loop

8 - The time from when the car left the menuboard loop until it triggered the pickup loop

9 - The time from when the car triggered the pickup loop to when it left the drive thru

10 - The total time from when the car triggered the menuboard loop until the car left the drive thru

### 7.2.1. Report Options

**Report Type**: You can run this report for **Daily**, **Weekly** or **Monthly** data. If choosing **Monthly** as your report type, you can further choose a **Summary Type** of **Daily** or **Monthly**.

Daily Summary Type: Shows a summary of the times for each individual day:

Printe	ed On I	Wed De	c 31,	2014 04:35	PM				
Time	Car Count	>= Count	2:45 %%%%	Fastest Car	Slowest Car	**********  Menu Time	*********** + Line Time	Average ******** + Pickup Time	= Total Time
Dec 01	408	252	61.7	01:01	10:49	00:47	01:22	01:21	03:30
Dec 02	433	234	54.0	00:33	12:09	00:54	01:14	01:12	03:19
Dec 03	387	237	61.2	00:30	13:07	00:57	01:39	01:22	03:59
Dec 04	410	258	62.9	00:41	12:37	00:48	01:35	01:27	03:51
Dec 05	480	284	59.1	00:46	10:15	00:51	01:26	01:05	03:22
Dec 06	394	328	83.2	01:22	19:28	01:06	03:06	01:48	06:00
Dec 07	310	210	67.7	00:39	15:50	00:53	01:23		03:58
Dec 08	425	223	52.4	00:41	11:10	00:50	01:11	01:15	03:16
Dec 09	289	143	49.4	00:38	11:09	00:52	01:13		03:10
Dec 23	149	137	91.9	01:46	11:05	01:56	01:46	01:58	05:39
Dec 24	364	257	70.6	00:34	12:03	01:01	01:37		04:07
Dec 25	311	263	84.5	00:40	22:17	01:27	03:13		06:35
Dec 26	367	268	73.0	00:52	67:25	01:01	01:59		04:43
Dec 27	331	238	71.9	00:37	21:42	00:57	01:35		04:24
Dec 28	300	219	73.0	01:10	15:10	00:56	01:52		04:40
Dec 29	367	228	62.1	00:28	14:14	01:01	01:27		03:59
Dec 30	376	247	65.6	00:35	11:45	00:55	01:36		03:56
Dec 31	274	196	71.5	01:01	44:52	00:56	02:12	01:33	04:41
Total									
	6375	4222	66.2	00:28	67:25	00:58	01:43	01:29	04:11
Total	6375	4222	66.2	00:28	67:25	00:58	01:43	01:30	04:11

		ve Thru Tim /2014 to 1		: Daily	Summaries			
Print	ed On I	Wed Dec 31,	2014 04:35	PM				
	Car	>= 2:45	Fastest	Slowest	*******	*******	*** A1	verage
Time	Count	Count %%%%%	Car	Car	Menu Time	+ Line	Time	+ P

Monthly Summary Type: Shows a summary of the entire month on each line of the report:

Monthly Drive Thru Timing Report : Monthly Summaries From: 11/01/2014 to 12/31/2014 Printed On Wed Dec 31, 2014 04:43 PM

	Car	>=	2:45	Fastest	Slowest	********	***	*******	Aver	age *******	***	********
Time	Count	Count	****	Car	Car	Menu Time	+	Line Time	+ +	Pickup Time	=	Total Time
Nov 14	11654	7990	68.5	00:30	5:54	00:58		01:57		01:33		04:2
Dec 14	6388	4233	66.2	00:28	7:25	00:58		01:44		01:30		04:1
Total	18042	12223	67.7	00:28	7:25	00:58		01:52		01:32		04:2

If you choose a Daily report type, you can choose to Show Progressive Totals, which shows a running subtotal after each time segment:

06:30	62	11	17.7	01:06	04:49	00:31	00:33	01:06	02:10
SubTtl	167	62	37.1	00:34	10:45	00:40	00:48	01:20	02:48
06:45	103	31	30.0	01:01	22:17	00:32	01:05	01:05	02:42
SubTtl	270	93	34.4	00:34	22:17	00:37	00:55	01:14	02:46
07:00	76	27	35.5	00:54	12:05	00:39	00:48	01:13	02:40
SubTtl	346	120	34.6	00:34	22:17	00:37	00:53	01:14	02:45

Choosing to run a report as a Short Form will omit the columns containing the count and percentage of timing events that exceeded 2:45:

	Car	Fastest	Slowest	*******	***	****** A	ver	age *******	***	*******	**
Time	Count	Car	Car	Menu Time	+	Line Time	+	Pickup Time	=	Total Ti	meļ
04:45	2	00:34	01:01	00:18		00:19		00:11		00	:48
05:00	1	00:52	00:52	00:18		00:17		00:17		00	:52
05:15	3	00:38	07:51	01:40		00:18		01:24		03	:23
05:30	5	00:41	10:45	00:25		00:16		03:08		03	:49

# 7.3. Drive Thru Timing Transactions Report

This report displays each timing event recorded at your site:

Fro	1111] Drive Thr m: 12/31/2014 .nted On Wed De	to 12/31/2	014	Report	
1 Time	e	Menu Time	Line Time	Pickup Time	Total Time 4
2-201 201 3-201 201 201 201 201 201	4-12-31 04:47:18 4-12-31 05:06:26 4-12-31 05:42:17 4-12-31 05:46:58 4-12-31 05:55:06 4-12-31 05:55:06 4-12-31 06:05:22 4-12-31 06:22:24 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 05:30:12 4-12-31 05:30:12 4-12-31 05:30:12 4-12-31 05:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 06:30:12 4-12-31 05:30:12 4-12-31 05:30:12 05:30	00:24 01:39 00:15 00:35 00:41 00:23 00:20 00:39 00:20 00:39 00:20	00:22 00:00 00:13 00:50 00:12 00:38 00:13 00:19	00:15 00:00 03:56 01:40 00:00 01:29 00:20 01:14 00:30	01:01 01:39 00:15 04:28 03:05 00:41 02:04 01:18 02:06 01:06

Figure 7.3. Drive Thru Timing Report

1 - Time when the menuboard timing event took place

2 - The length of time from when the car menuboard loop

3 - The length of time from when the car left the menuboard loop until it triggered the pickup loop 4 - The length of time from when the car triggered the pickup loop to when it left the drive thru

5 - The total length of time from when the car triggered the menuboard loop until the car left the triggered the menuboard loop until the car left the drive thru

# FAQs

This chapter addresses the Frequently Asked Questions about the Drive Thru Director.

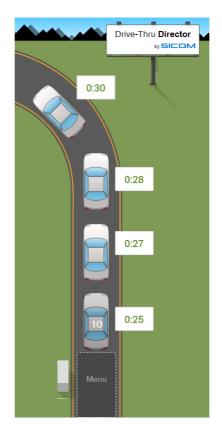
# 8.1. Frequently Asked Questions

#### Does the drive thru director take into account interactions on my POS?

The drive thru director does not track times using POS data (such as when an order is started, stored or tendered).

# There's only space for nine car icons between the order area and pickup area. What if I have more than nine cars in my line?

The drive thru director tracks all cars that have triggered a loop sense at the menuboard. If more than nine cars are in between the order area and the pickup area, then the ninth car's icon will show a number for how many cars are "stacked" in line behind that car:



# Using the Access Manager to Allow Users to View DTD Reporting

The Access Manager allows you to decide which utilities and reports your users have access to. A complete guide to using the Access Manager is included in the following document, starting with *Section 9.1, "Using the Access Manager"*. However, if you're already familiar with configuring the access manager for other SICOM products, here's what you need to do to ensure your users have access to DTD reporting:

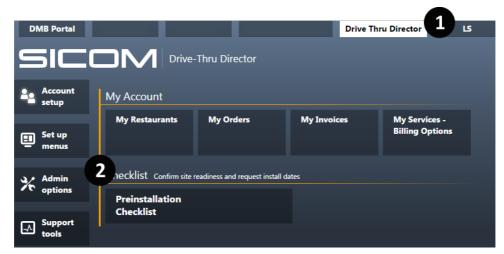
You can reach your DMB portal site through any web browser by going to

SICOM							
SICOM	Login for Digital Menu Board Portal						
	E-mail address:						
English 🔹	Password:						
	Forgot password						
	Register now (For new customers only, returning customers should log in above, or use the "forgot password" link to reset their password.)						
	-J Log in						

*https://dmb.sicomasp.com*<sup>1</sup> (https://dmb.sicomasp.com)

Figure 9.1. The Login Page for the DMB Portal

Once logged in, (1) click the "DTD" tab in the upper portion of your browser, then (2) click on "Admin options":



Click on "Manage User Application Access":

<sup>&</sup>lt;sup>1</sup> https://dmb.sicomasp.com/

		Search					
	☑ gurusos@sermicro.com ✔ 00-800-737-64276	Welcome, <b>Jacob McMaster</b> from <b>⊨™ english → 100</b> settings					
Manage Hierarch	ies	Manage User Application Access					
Daily Pas Utility	ssword	Drive Thru Timing Report					

Select your target user or group, and under Admin options, allow Drive Thru Timing Report and Drive Thru Timing Transactions Report:

Test Group	et up menus	±	U	Allow	Partial / No	t set 📋 Den
Accounts Payable	⊡····· Admin options			Allow	Partial / No	t set 🗌 Den
Project Managers	Custom Report Application				w 🗹 Not set	Deny
- DM1 - Employee 1	Menu Board Health Monitor				w 🗌 Not set	Deny
	Manage Hierarchies				w 🗹 Not set	Deny
	Manage User Application Access				w 🗹 Not set	Deny
	Manage User Restaurant Access				w 🗹 Not set	Deny
	⊡ Global Preview		÷		w Not set	Deny
	Menu Content Report				w 🗹 Not set	Deny
	All Restaurants Menu Content Report				w Not set	Deny
	— Daily Password Utility				w 🗹 Not set	Deny
	Drive Thru Timing Report			Malla	w 🗌 Not set	Deny
	Drive Thru Timing Transactions Report		L	Malle	w 🗌 Not set	Deny

Save your changes.

# **9.1. Using the Access Manager**

The Access Manager is a practical and intuitive utility that can help you control what menus and applications that users within your company can access.

Access Manager	Save Chang
Group User New	Name Primary Contact
Group Name Primary Contact	Edit Access to individual Applications and Activities for the members of this group Combined access level: 69% This is a read-only default group, to alter settings, please create a custom group following this.
Project Managers Accounts Payable	Menu / Application / Activity Access
	E Account Setup E- Account Setup Deny
	🕒 Set up menus 🕒 🗹 Allow 🗋 Partial 🗋 Deny
	E- Admin options E- Allow V Partial Deny
	Select users to add them to this group
	Available users     Selected users       Search     Search       1stexample Smith 2ndexample Jones 3rdexample Garcia 6thexample Davis 7thexample Davis     Image: Constraint of the sample of the

Figure 9.2. You can configure who has access to each utility using the Access Manager.

#### You can find the Access Manager by going to

- 1. Admin options
- 2. Manage User Application Access



Figure 9.3. Finding the Access Manager.

In this utility, you can manage application access either by group or by user. Rather than adjusting your settings for each user individually, it's much easier to create groups with the custom settings you need and then assign users to them. Even when assigned to a group, a user can still have their settings tailored individually, and user settings will override group settings. Setting up your groups correctly makes managing your users easier. So let's start with groups.

### 9.1.1. Group Management Overview

Access Manager	2					Save Changes
Group User	New	Name Primary Contact				Fold/unfold all
Group Name Primary Contact		Edit Access to individual Applications and A Combined access level: 69%	Activities for the members of this group			This is a read-only default group, to alter settings, please create a custom group following this.
Project Managers Accounts Payable		Menu / Application / Activity		Access	<b>5</b>	
		Account Setup			Allow Partial Deny	
		B Admin options			Allow Partial Deny	
			Select users	to add ther	n to this group	
			Available users Search Istexample Smith Chdexample Jones 3rdexample Brown 4thexample Miller Sthexample Garcia 6thexample Davis 7thexample Taylor 8thexample Williams	€ >	Selected users	×

Figure 9.4. An overview of group management.

- 1. The Access Manager allows you to assign access by groups or by users. A walkthrough of managing by users is available in Section 9.1.3, "Managing Your Users". Groups that are in *italics* are default groups. Their settings cannot be adjusted. Any user-configured group that is set to follow a default group will automatically be given the permissions of the group it is following. Whenever a new application is added, default groups will automatically be assigned an "allow" or "deny" access status to the new application. Any user-configured groups that are "following" that default group will also inherit the default group, its settings can still be tailored to have an "allow" or "deny" access status for each individual application. A user-configured group cannot be followed by another user-configured group. See Section 9.1.2, "Creating A New Group" for more information.
- 2. You can create a new group here, and have that group either follow the permissions of another group, or that group can stand alone. See *Section 9.1.2, "Creating A New Group"* for more information.

- 3. You can adjust the name of a user-configured group here. Default groups cannot have their names adjusted.
- 4. This is the application that you are allowing a group and its members access to. You can use the + or sign next to the application name to expand or collapse each application's submenus:

me Example Independent Gro	Delete group 4+ Fold/unfold
it Access to individual Applications and Activities for the members of this group mbined access level: 67%	
lenation / Activity	Access
Account Setup	eren Allow Partial Deny
Additional Resources (Help)	Allow Deny
Setup Accounts	🗹 Allow 🗋 Deny
Acknowledge Installation Requirements	Allow Deny
Generate Quotes	Allow Deny
Agree To Terms	Allow Deny
Finalize Order	🗹 Allow 🗋 Deny
Preinstallation Checklist	Allow Deny
Product Options	Allow Deny
Verify Contact Information	Allow Deny

Figure 9.5. Clicking the + sign shows all the grouped applications. Clicking the - sign would collapse these submenus.

You can also use the **Fold/unfold all** button to show every possible configurable access status.

5. These are the access status that you can assign to an application. Access status can be set to either allow, partial or deny. Access status for individual users will override the access status of the group that they're assigned to. So if ExampleUser is part of a group that cannot sync updates, but you configure ExampleUser to have access to sync updates in Section 9.1.3, "Managing Your Users", then ExampleUser will be able to sync updates.

## Allow

means that the group or user will have access to an application.

## Partial

means that a main menu has both **allow** or **deny** as access status configured for the applications in its submenus:

⊡— Account Setup	Emer Allow Partial Deny
— Additional Resources (Help)	Allow Deny
Setup Accounts	Allow Deny
Acknowledge Installation Requirements	Allow Deny
Generate Quotes	Allow Deny

Figure 9.6. A main menu with applications that have been assigned both "allow" and "deny" status will show "partial" as its status.

You cannot choose a **partial** status. This status reacts to when you configure both **allow** and **deny** status for applications in a submenu.

means that a group or user will not have access to an application. When a user is denied access to a utility, they may not see the button to access the denied menu when they sign in, or they may be able to access the application, but see nothing to configure. See Section 9.1.4, "The Effects of Denying Access" for more information.

6. Here you can move users from "Available Users" to "Selected Users" in order to add them to a group. To add a user to a group, first highlight the group that you'd like to add the user to. Then

use the

to assign that user to a group. Users under "Selected" users are now part of

the group. You can also highlight a "Selected User" and use the search boxes above either "Available" or "Selected" users to find your users easily. You can assign users to multiple groups, and if one group "allows" access to an application, while the other group "denies" access to an application, the user will be allowed access to the application, unless the user has been "denied" access in *Section 9.1.3, "Managing Your Users"*.

- 7. The "Fold/unfold all" button will cause each menu to reveal its submenu(s). If you're looking for a more complete overview of a group or user's access to your applications, you can highlight the group or user and click this button to see all of their access status assignments.
- 8. You can use this button to save your configuration changes. However, if you make a change to a group or user's access settings and attempt to navigate away from that group or user, you'll be automatically prompted with the option to cancel, save, or discard your changes:

Discard changes	×
Changes have been made. Do you want to cancel, save changes or discard changes?	
Cancel Save changes Discar	ď

9. If you'd like to delete a user-configured group, click on that group and then click the "Delete group" button. Default groups will not have the option to be deleted.

## 9.1.2. Creating A New Group

All of your default and user-configured groups are shown in your "Group Name" status bar.

Group User	New
Group Name	
Primary Contact	
<sup>i.</sup> Example Follower Grou	р
Project Managers	
Accounts Payable	
Example Independent Gro	oup

#### Figure 9.7. Your configured groups.

Groups that are in *italics* are default groups. Their settings cannot be adjusted. You can create an new

group by clicking the	New	. This will present you with the "Create new group" prom
group by clicking the		. This will present you with the Create new group prom

Group t	o follow		
Primar	y Contact	•	
Name			

Figure 9.8. The "Create New Group" prompt.

You can either choose a group for your new group to follow, or you can select "None" to make the group stand alone.

Group to follow	
Primary Contact 📼	
Primary Contact	
Project Managers	
Accounts Payable	
None	
	Add item Cancel

There are a few distinct advantages to having a custom group "follow" a default group:

1. A group following another group will automatically inherit the access status settings of its parent group. A group that stands alone will be assigned "deny" to every application when it's first created, and each application status will have to be adjusted individually. Stand alone groups also cannot be followed by other groups.

2. If a new application is added to your DMB Portal, default groups will automatically be assigned an access status for this application. So if the default group "Project Manager" should have access to the new application, then that group and its following groups will be granted that access. Stand alone groups will be denied access to this new utility until someone grants that group access using the Access Manager.

**Remember:** Even if a group is following another group, you can still individually adjust the settings of the following group to different levels than its parent group. Also, you can tailor user access individually, which will override any access level configured for the group(s) that the user belongs to.

Groups that are following default groups will be nested underneath those groups in the "Group Name" status bar. Stand alone groups will be added to the bottom of the "Group Name" status bar.

With your new group configured, you can click on that group to highlight it. You can then configure the

access status of the applications. You can also use the **Fold/unfold all** button to show every possible configurable access status. Clicking the **allow** or **deny** status for the main menu will cause that status to be assigned to its submenus:

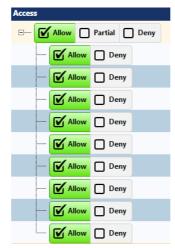


Figure 9.9. The "allow" status assigned to the main menu cascades to all of its submenus.

Now that you've configured the access levels for your groups, you need to assign users to them.

Sele	ct users to	add ther	n to this group	
Available users			Selected users	
Search			Search	
2ndexample Jones	*	>	1stexample Smith	
3rdexample Brown	E			
4thexample Miller				
5thexample Garcia		<		
6thexample Davis				
7thexample Taylor				
8thexample Williams				
9thexample Wilson	-			-

Figure 9.10. Assigning users to groups.

You can move users from "Available Users" to "Selected Users" in order to add them to a group. To

add a user to a group, first highlight the group that you'd like to add the user to. Then use the to assign that user to a group. Users under "Selected" users are now part of the group. You can also

highlight a "Selected User" and use the *search* to remove the user for the group. Remember that you can use the search boxes above either "Available" or "Selected" users to find your users easily.

You don't have to assign users one at a time. You can hold down the CTRL key and click on multiple

users to highlight them and make them "Selected" users with one click on the

Available users			Selected users	
Search			Search	
2ndexample Jones	•	->	1stexample Smith	
3rdexample Brown				
4thexample Miller				
5thexample Garcia	<	(		
6thexample Davis				
7thexample Taylor				
8thexample Williams				
9thexample Wilson	-			-

Figure 9.11. Highlighting multiple users.

You can highlight all your users by clicking on the first user and dragging down with your mouse. This will highlight users as long as you keep scrolling down, and these can be added with one click on the



Available users		Selected users	
Search		Search	
2ndexample Jones 3rdexample Brown 4thexample Miller 5thexample Garcia 6thexample Davis 7thexample Taylor	*> ·	1stexample Smith	

Figure 9.12. Highlighting an entire list of users.

You can use the "Save Changes" button to save your changes at any time. However, if you make a change to a group or user's access settings and attempt to navigate away from that group or user, you'll be automatically prompted with the option to cancel, save, or discard your changes:

Discard changes	×
Changes have been made. Do you want to cancel, save changes or discard changes?	
Cancel Save changes Discar	ď

### 9.1.3. Managing Your Users

You can manage user access status individually by clicking on the "User" button from the main menu:

Group User	New
Group Name	
Primary Contact	
L Cannot Edit Panel A	
Project Managers	
Accounts Payable	

Here you'll see all the access status for users that have been added in *Section 9.2, "Adding a New User"*.

Access Manager						Save Ch
Group User	Name 1stexample Smith					Fold/unfold all
Search						•••••••••••••••••••••••••••••••••••••••
User Name	Edit Access to individual Applications a Combined access level: 0%	nd Activities for this user. NOTE: Us	er settings ove	rride settings gained by group m	embership!	
Lstexample Smith	Menu / Application / Activity		Access			
2ndexample Jones	Menu / Application / Activity					
rdexample Brown	Account Setup		E Alk	w Partial / Not set Deny		
thexample Miller	Set up menus			w Partial / Not set Deny		
thexample Garcia	Sec up menus		_			
thexample Davis	Admin options		E Alk	w Partial / Not set Deny		
thexample Taylor		Salast	al uses in memi	per of following groups		
thexample Williams		Selecti	tu user is menn	ser of following groups		
thexample Wilson		Available groups		Selected groups		
Aexample Patel		Search		Search		
Bexample Martinez		Example Independent Group Primary Contact	^	-> Accounts Payable Example Follower Group	^	
Cexample Clark		Project Managers				
Dexample Anderson				c		
Fexample Jackson						
Gevample Walker						
			-		-	

#### Figure 9.13. The Access Manager For Users.

Each new user will have an access status of **Partial/Not Set** until configured in this utility. If these users have been assigned to a group in *Section 9.1.1, "Group Management Overview"*, then the access status will apply to that user even if that status shows as **Partial/Not Set** in this utility. However, if you change an access status to **Allow** or **Deny** in this utility, then that is the access status that the user will experience, even if it conflicts with the access status of the group that user is assigned to. You can also assign a specific user to one or multiple groups by highlighting the user,

highlighting the group(s) that you'd like to assign that user to, and clicking the

### 9.1.4. The Effects of Denying Access

So what does a user experience when they are denied access to an application? Depending on their configured access, users can see the wholesale disappearence of entire menus or individual utilities can be removed without disturbing the format of the menu itself.

In the following example, a group titled "Cannot Edit Panel A" has been configured by following the steps outlined in *Section 9.1.2, "Creating A New Group"*:

Group User New	Menu / Application / Activity	Access
Group Name	Account Setup	⊕
Primary Contact	□ Set up menus	Allow Partial Deny
Project Managers	Edit Menuboard Content	Allow Deny
Accounts Payable	General layout	🗹 Allow 🗋 Deny
	Combo Meals	🗹 Allow 🗋 Deny
	— LTO	🗹 Allow 🗋 Deny
	····· Presell	Allow Deny
	Family meals	Allow Deny
	Sides	🗹 Allow 🗋 Deny
	Local favorites & Kids Menu	Allow Deny
	Drinks	Allow Deny
	Desserts	Allow Deny
	Panel A	Allow C Deny

Figure 9.14. Creating a group that denies access to "Panel A."

The application "Panel A" has been denied to this group, and the company users have been configured like so:

Access Manager Save Chang Group User New Name Cannot Edit Panel A Delete group Fold/unfold all Group Name Edit Access to individual Appli Combined access level: 100% This group is following Primary Contact Primary Contact Menu / Application / Activ Project Managers Accounts Payable . Account Setup E---- Allow Partial Deny E--- Allow Partial Deny . Set up menus 🖅 🗹 Allow 🗌 Partial 🗌 Deny - Admin options Select users to add them to this group Available users Selected users --> Example User B Example User A <--

When Example User A logs in to the DMB Portal to adjust their content, they will see the menu below:

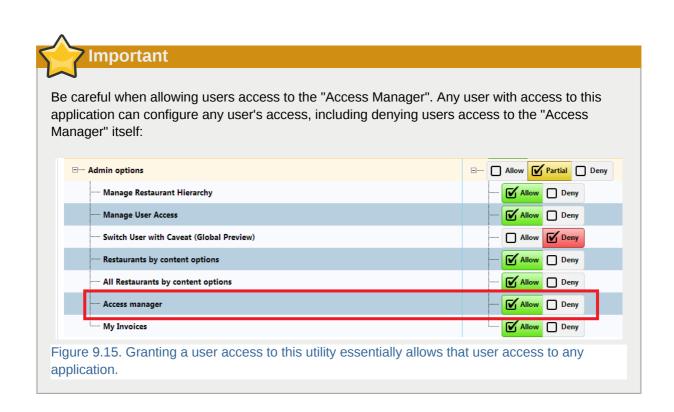


**Example User B** will be confronted with a menu where "Panel A" has disappeared:

General Layout Panel B (Scree	en 2) 🛛 P	anel C (Sc	reen 3)	Panel D (Screen 4)	
General Menu Settings					
New Menu:		OFF			
Calories?:		OFF			

However, if **Example User B** had access to "Panel A" enabled in *Section 9.1.3, "Managing Your Users"*, then **Example User B** will still be able to access the "Panel A" utility, regardless of the access status of the group(s) that user is assigned to.





## 9.2. Adding a New User

To add a new user, navigate to the "Manage User Restaurant Access" menu from the main DMB management page:



Figure 9.16. Accessing the Manage user access menu.

- 1. Click the Admin options button.
- 2. Click the Manage User Restaurant Access button.

#### You should now be in the user access menu:

Manage User Access						
<ul> <li>SICOM Systems, Inc.</li> </ul>	Users With Access to SICOM Systems, Inc.					
111111	Email	First Name	Last Name	Title	Access Via	
361981 999997 999998 999999	something_unique@s	icom.com8omething	Unique	owner	SICOM Systems, Inc.	
		cted User(s) Access to M Systems, Inc.	All Users	emove Selected U SICOM System		
	Email	First Name	e Last Name	Title		
	something_unique@.	sicom.com Something	g Unique	owner		
	_≗ Invi	te a New User	×	Delete Selected		

Follow the steps below to invite a new user:

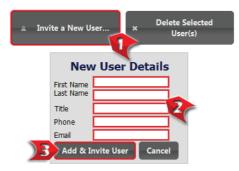


Figure 9.17. Inviting a new user.

- 1. Click the **Invite a New User...** button.
- 2. Enter the New User Details into the fields provided. (All fields are required).
- 3. Click the Add and Invite User.

Once a New User has been invited to access the DMB portal, they will receive an email similar to the one pictured below:

lLearning	show details 4:45 AM (3 hours ago)	ply
Hello and welcome to the SICOM Digit	al Menu Board Project!	
You are receiving this e-mail because the create a user account on the SICOM D	you have been invited by a representative of your company i igital Menu Board Portal.	0
In order to get started, we would ask t Once you have selected your passwor	that you follow the link below to complete your personal acc d, you can log in and continue.	ount.
{New User Registration Link}		
Regards,		

Figure 9.18. Each new user receives their invitation.

Once a New User receives their invitation email, they will be required to follow a link contained within that email to complete the necessary steps to finish their account setup. These users will be directed to a log in page that allows them to select their password:

Account Registration for Digital Menu Board Portal
Welcome back! Please enter a password and security question below.
E-mail address:
example@sicom.com
Choosing a Secure Password • Your password should contain BOTH letters and numbers. • It should be at least 6 characters long.
Password:
Confirm password:
🚽 Log in

Figure 9.19. A new user will be able to determine their password by following the registration link in their email.

When a New User has been invited, their name will appear immediately under the Manage User Access menu so that permissions may be assigned.

## 9.3. Granting User Access

Once you've added a user in *Section 9.2, "Adding a New User*", you can decide what restaurant(s) your users have access to by managing their access permissions. From the main DMB management page:



Figure 9.20. Getting to Manage user access from the main DMB management page.

- 1. Click the Admin options button.
- 2. Click the Manage User Restaurant Access button.

Once in the "Manage User Access" menu, follow the steps below to grant access to your added users:

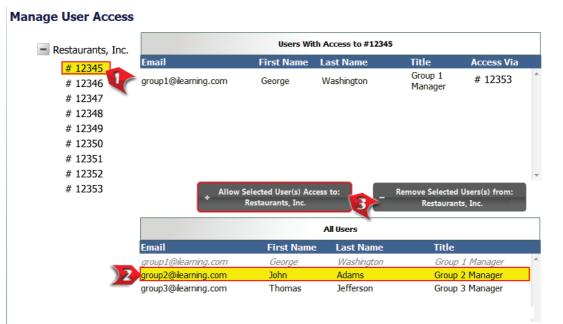


Figure 9.21. New User registration invitation.

- 1. Click on the restaurant or to configure user permissions for.
- 2. Select a User from the All Users menu.
- 3. Click the Allow Selected Users(s) Access to: [Restaurant #] button to assign the user to a restaurant.

You don't have to assign restaurants to users one by one. Rather, you can grant a user access to an entire hierarchy. Follow the steps below to grant users permission to hierarchies that contain multiple restaurants:

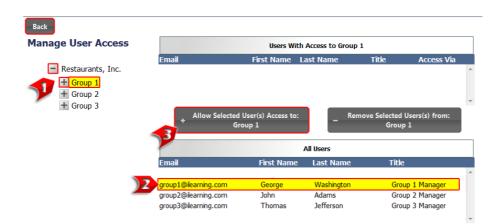


Figure 9.22. Granting a User permission to access an entire hierarchy.

- 1. Use the + and buttons to expand and contract your hierarchies. Click and highlight a Group or Sub-Group to assign Users.
- 2. Select a User from the All Users menu.
- 3. Click the Allow Selected Users(s) Access to: [Hierarchy Name] button to assign the user to a group of restaurants.



You can also remove user access to a restaurant in this menu. Also, if you give a user access to a restaurant, you can determine exactly how much access a user has to their assigned restaurant by following the steps outlined in *Section 9.1, "Using the Access Manager"*.