

## QUICK REFERENCE GUIDE

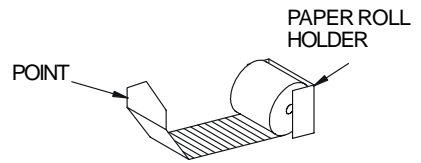
### Fast Track 2+2/386 2000 Series Drive-Thru Timer



## PRINTER

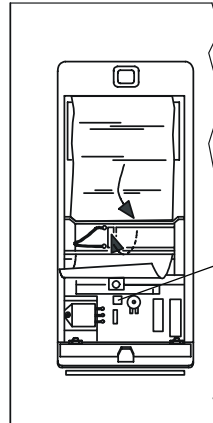
### To Load Paper:

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 (right).  
**CUT PAPER (DO NOT FOLD).**
4. Insert point of paper into top of printer until point comes through front.
5. Carefully pull paper point directly toward top of unit until about 6 inches is fed through.
6. Feed paper completely through paper door, and close and secure door.



### If Paper Jams:

1. Open printer door.
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 DEVICES (SCISSORS, SCREWDRIVER, ETC.) TO REMOVE PAPER.**
3. Reset printer.
4. Repeat loading procedure.



### To Reset Printer:

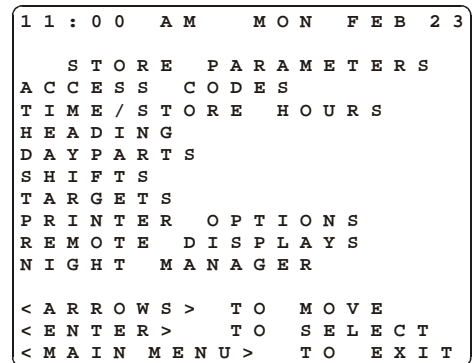
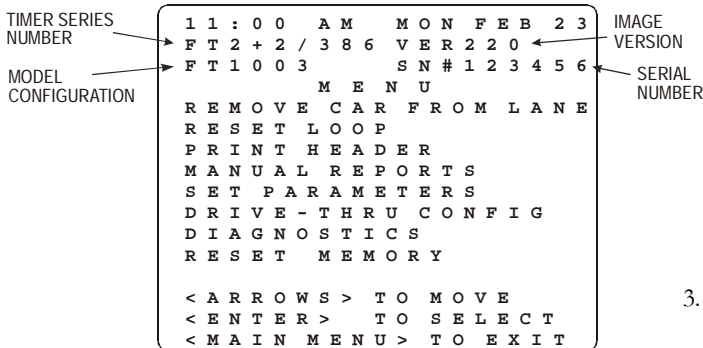
1. Press PRINTER RESET button.

PRINTER RESET BUTTON

## SET PARAMETERS SCREEN

### From Activity Screen:

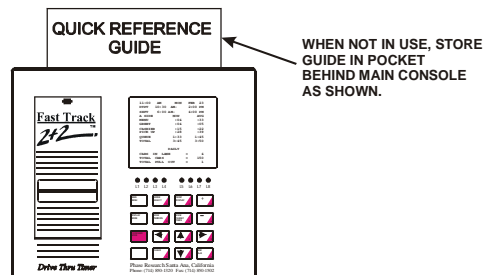
1. Press . You are now in the Menu screen (below).
2. Press to move cursor to [SET PARAMETERS].



## SETTING TIME/STORE HOURS


From STORE/PARAMETERS Screen:

1. Press to select [TIME/STORE HOURS].
2. Press . You are now in the Time/Store Hours screen.
3. Press to move cursor to the desired field.
4. Press to change the times, days, and dates. The OPEN and CLOSE times move in increments, and AM and PM change automatically as you scroll through the hours.
5. Press to change the times, days, and dates.








## SETTING TARGETS

From STORE/PARAMETERS Screen:

1. Press  to select [TARGETS].
2. Press . You are now in the Set Targets screen.
3. Press  to move cursor to the [=] field.
4. Press  or  to select the desired vehicle detection point (MENU, GREET, WIN 1, WIN 2, LINE).
5. Press  to move cursor to DAY.
6. Press  to move cursor to the [:] field immediately to the right of DAY.
7. Press  or  to select the desired day.
8. Press  to move cursor to the [:] field immediately to the right of DAYPART.
9. Press  or  to select the desired daypart.
10. Press  to move cursor to BEEP.
11. Press  to move cursor to the [=] field immediately to the right of BEEP ON ARRIVAL.
12. Press  or  to toggle the BEEP ON ARRIVAL option to YES or NO.
13. Press  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.)
14. Press  to move cursor to the [:] field immediately to the left of the B (beep) column field.
15. Press  or  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  to move cursor immediately to the left of the P (print) column field.
17. Press  or  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  to move cursor to the field that begins F REPEAT.
19. Press  to move cursor to the field just to the right of @.
20. Press  or  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  to move cursor immediately to the left of DAYS.
22. Press  to move cursor to [A] - which means "All" - or to any of the days to the right.
23. Press  or  to select the days to which you wish to copy the targets you have set.  
Your selections are now highlighted.
24. Press  to move cursor to the DAYPARTS field.
25. Press  to move cursor to [A] - which means "All" - or to any of the dayparts to the right.
26. Press  or  to select the dayparts to which you wish to copy the targets you have set.  
Your selections are now highlighted.
27. Press  to perform the specified copy operation. Repeat this procedure as needed for different targeted events.
28. Press   to move cursor to the top of the screen to the [TARGET], [DAY], AND [DAYPART] field.
29. Press  or  to scroll through the TARGET, DAY, AND DAYPART values to confirm your settings.

















## MANUAL REPORTS


### From Activity Screen:




1. Press . You are now in the Menu screen.
2. Press  to move cursor to [MANUAL REPORTS].
3. Press . You are now in the Manual Reports screen.
4. Press  to move cursor to the desired report type.
5. Press  to view the desired report. The following sections provide instructions to set up, view and/or print the various individual Manual Reports listed on the main Manual Reports screen.

## DAILY REPORTS

### From Manual Reports Screen:













1. Press  to move cursor to [DAILY].
2. Press . You are now in the Daily Reports screen.
3. Press  to move cursor to the desired day(s).
4. Press  to select or  to deselect a specific day (you may select one or more days). An X appears to the right of each row selected for reporting.
5. Press  when selection is complete. You are now in the Report Format selection screen.
6. Press     to move cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
7. Press   to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
8. Press   to move cursor to [VIEW] or [PRINT] to send the report to either the display or the printer.  
Selecting the [VIEW] or [PRINT] option below the REPORT BY AVERAGE field will produce a single report that averages all the selected data. (For example, selecting REPORT BY AVERAGE for a Daily Report for which you have selected three particular days will produce a single report combining and averaging the data for the three daily time periods.) The REPORT BY PERIOD [VIEW] or [PRINT] selection will produce individual report sections for each period. The Header for each report section indicates which dates are included in the section.
9. Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
10. Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

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

11. Press  to scroll through reports that have too many lines to fit on the screen.
12. Press   to cycle through individual period reports when viewing reports for more than one period.





## HOURLY AND CUSTOM REPORTS


### From Manual Reports Screen:




1. Press  to move cursor to [CUSTOM] or leave cursor on [HOURLY].
2. Press . You are now in either the Custom or Hourly Reports screen. (The Hourly Reports screen is identical except for the heading that reads, "HOURLY REPORTS" rather than "CUSTOM REPORTS.")
3. Press     to move 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   to set the time. The time moves in one-hour increments for Hourly Reports and 15-minute increments for Custom Reports.
5. Press   to move cursor to the dates on the FROM and TO fields.
6. Press   to set the dates.

*(Continued on following page)*

## HOURLY AND CUSTOM REPORTS (Continued from previous page)

















- Press   to move cursor to [VIEW] or [PRINT] 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.
- Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
- Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.


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




- Press  to scroll through reports that have too many lines to fit on the screen.
- Press   to cycle through individual period reports when viewing reports for more than one period.

## DAYPART REPORTS

### **From Manual Reports Screen:**

- Press  to move cursor to [DAYPARTS].
- Press . You are now in the Dayparts screen.
- Press  to move cursor to the desired daypart row(s).
- Press  to select or  to deselect a specific daypart (you may select one or more dayparts). An X appears to the right of each row selected for reporting.
- Press  when selection is complete. You are now in the Report Format selection screen.
- Press     to move cursor to the FROM or TO fields, to the month, date and/or year field(s) requiring adjustment.
- Press   to adjust the month, date and/or year. The Timer knows the date range associated with your data and protects you from requesting reports outside this range.
- Press   to move cursor to [VIEW] or [PRINT] 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.
- Press  to produce the selected screen or printer report. The Timer will display **SEARCHING** and/or **PROCESSING** for up to several seconds before the report is displayed or printed.
- Press  when viewing a screen report to display the corresponding grading report. This screen shows counts and percentages of cars that meet the criteria for each letter grade.

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

- Press  to scroll through reports that have too many lines to fit on the screen.
- Press   to cycle through individual period reports when viewing reports for more than one period.

FOR MORE INFORMATION ON PARAMETERS PROGRAMMING AND MANUAL REPORTS,  
PLEASE SEE YOUR **PHASE RESEARCH FAST TRACK 2+2/386 USER GUIDE**.

## LED LIGHTS ON MAIN DISPLAY

LED lights are indicators for user-defined detection points.

The L1 - L4 light description and drive-thru diagram (below) show a very common drive-thru configuration:

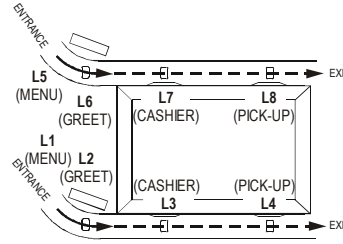
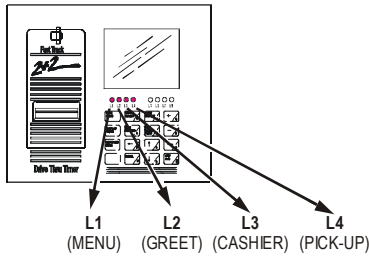
L1 - Vehicle is at A Side MENU Board.

L3 - Vehicle is at A Side CASHIER Window.

L2 - Customer is greeted at A Side MENU Board.

L4 - Vehicle is at A Side PICK-UP Window.

**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 Pick-Up Window).



## MAIN DISPLAY

11:00 AM MON FEB 23	TIME, DAY AND DATE
DYPT 10:15 AM - 12:00 PM	THE CURRENT DAY PART (DYPT)
SHFT 8:00 AM - 2:00 PM	THE CURRENT SHIFT (SHFT)
A SIDE NOW AVG	DRIVE-THRU LANE BEING VIEWED (A SIDE OR B SIDE)
MENU :24 :23	EVENT LIST WITH CURRENT CAR TIMES AND AVERAGE CAR TIMES
GREET : :05	
PICK-UP 1:33 1:45	
LINE 3:45 3:50	TIME PERIOD ON DISPLAY (COULD BE HOURLY, DAYPART, SHIFT, DAILY, ETC.)
DAILY	NUMBER OF CARS IN SELECTED DRIVE-THRU LANE
CARS IN LANE = 4	TOTAL NUMBER OF CARS PASSING THROUGH DURING THE TIME PERIOD
TOTAL CARS = 123	TOTAL NUMBER OF PULL-OUTS FROM THE SELECTED LANE DURING THE TIME PERIOD
TOTAL PULL OUT = 9	

## DEFINITIONS OF TERMS

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

The following are examples of Events:

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

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

**PULLOUTS-** Routines to handle errors in the drive-thru.

The following Pullouts are applicable to multi-station events only:

**Driveoff-** The Timer's automatic subtraction of a car that has taken more than the allotted time to reach the next detection 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).

The following Pullout is applicable to both single-station and multi-station events:

**Reset Loop-** The resetting of a Loop and/or Loop Detector due to a false car detection (phantom car).

**FT EVENTS-** Occurrences in the Timer.

**Power Off-** The time at which the unit loses power.

**Power On-** The time at which the unit regains power.

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

**Reset Memory-** Removes all events stored in memory.

**CAUTION: DO NOT USE THE RESET MEMORY FEATURE WITHOUT FIRST CONTACTING PHASE RESEARCH.**

**Drive-Thru Configuration-** System settings specific to drive-thru architecture

**CAUTION: DO NOT USE THE DRIVE-THRU CONFIG. FEATURE WITHOUT FIRST CONTACTING PHASE RESEARCH.**

**GREET TIME-** The time taken to respond to a vehicle that has arrived at the Menu Board/order 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. Different Target Times can be set for each daypart.

**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.

**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.

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

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

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

## TROUBLESHOOTING

COMPONENT	TROUBLE	PROBABLE CAUSE	SOLUTION
PRINTER	Paper jam.		Remove jammed paper, reload paper, and reset printer.
	Printer locks up.	Paper jam.	Remove jammed paper, reload paper, and reset printer.
	Paper advances but does not print.	Incorrect paper type. Paper in backwards.	Use specified paper. 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 option 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.
	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 press 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.	