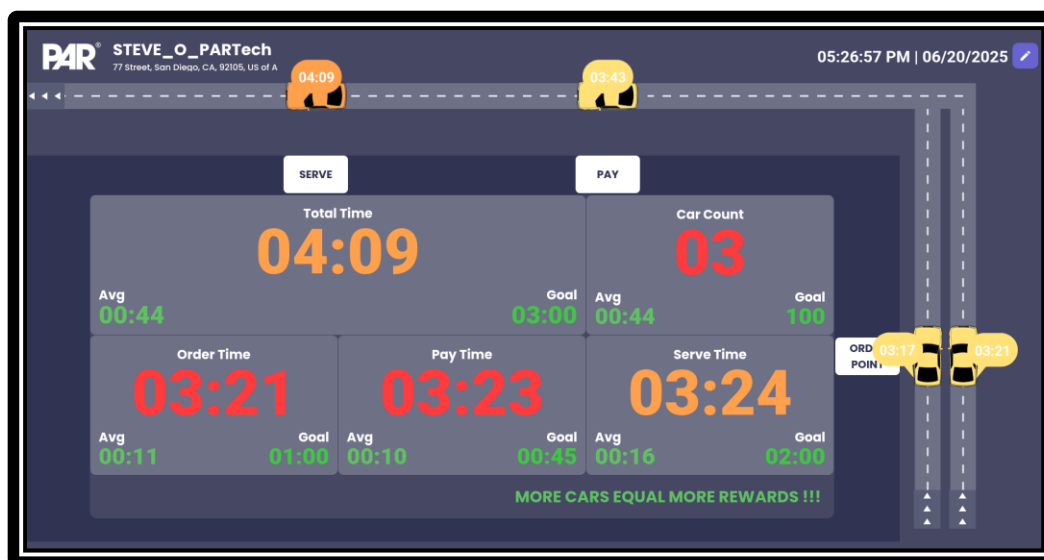
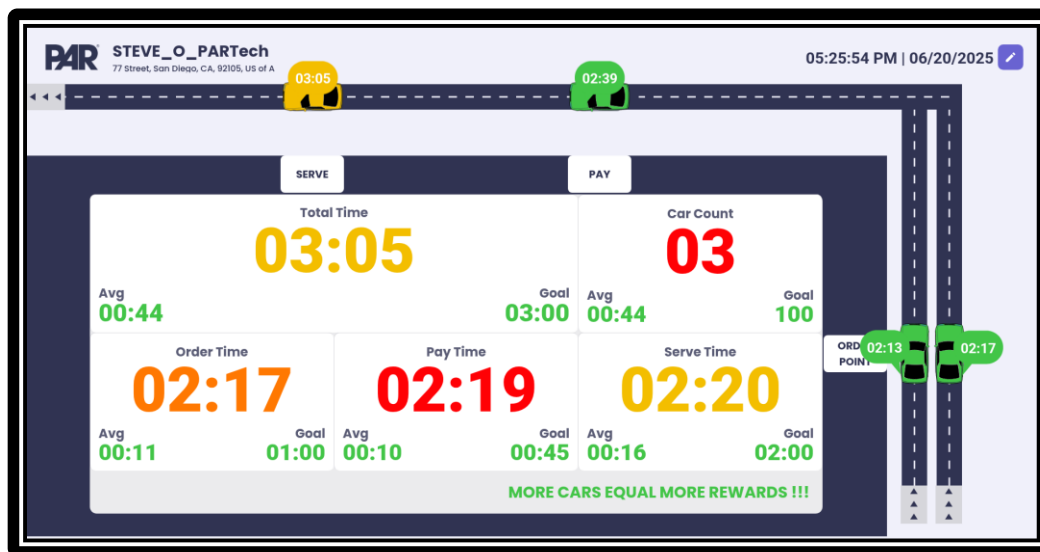


PAR TIMER OPERATIONS GUIDE

Model: TK-75002V2 and M7800



• Operations Guide Overview.....	page 3
○ Safety Information.....	page 3
○ Other Conventions.....	page 4
• Prerequisites.....	page 5
• Logging into the Timer.....	page 5
• Home Screen Timer-Setup Tool	page 6
• Store & Lane Layout.....	page 7
○ Layout & Touchpoints.....	page 8
○ Stacking Spaces (Queue Lengths).....	page 9
○ Lanes & Merge Points.....	page 9
○ Parking Area.....	page 10
○ Review Store Layout & Lanes.....	page 10
• Store Configuration & Settings.....	page 11
• Store Settings.....	page 12
○ Site Information.....	page 12
○ Stores Schedules.....	page 13
○ Store Logo.....	page 15
○ General Settings.....	page 16
• Drive Thru Settings.....	page 17
○ Dashboard Layout.....	page 17
○ Leaderboard Configuration.....	page 23
○ Goals.....	page 25
○ Vehicle Settings.....	page 27
○ Messages.....	page 28
○ Events and Queues Settings	page 30
• Device Settings.....	page 33
○ Local Network.....	page 33
○ Utilization.....	page 33
○ Reboot.....	page 34
○ Factory Reset.....	page 34
○ Fleet Claim.....	page 35
• Local Reporting.....	page 36
○ Reports.....	page 36
▪ Car reports.....	page 36
▪ Performance Report.....	page 38
○ Comparison Report.....	page 40
▪ Cars Comparison.....	page 40
▪ Performance Comparison.....	page 41
• Common Troubleshooting.....	page 43

Overview

A. Safety Information

Safety Rules

Read, understand, and follow all safety information contained in these instructions prior to installation & operation of the PAR Timer Drive Thru System and its components. Failure to follow all the instructions listed could result in electrical shock, fire and/or other personal injury. Retain these instructions for future reference.

Intended Use

The PAR Timer Drive Thru System and its components are intended for use to provide the user with a monitor display view of their current drive thru car lane status along with data and metrics according to the desired configurations in quick service drive-through restaurants and convenience stores. The system uses an onboard computer to represent the graphical display and collects drive thru metrics to be used for reporting and data analysis.

This system requires professional installation by PAR authorized service personnel only and must be installed as specified in the PAR Timer Drive Thru System Installation Instructions and operated as specified in the PAR Timer Drive Thru System instructions in quick service drive-through restaurants and convenience stores. It has not been evaluated for other uses or locations.

Signal Words



Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury and/or property damage.



Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury and/or property damage.

① IMPORTANT NOTE

Indicates a potentially hazardous situation, which, if not avoided, may result in property damage. It is strongly recommended that you pay attention to information inside of an Important Note.

System Warnings



To reduce the risk associated with hazardous voltage:

- Disconnect power to the receptacle before installing or removing the Basestation Power Supply. When removing receptacle cover screw, cover may fall across plug pins or receptacle may become displaced. Use only with duplex receptacle having center screw. Secure unit in place by receptacle cover screw.
- If power supply is supplied with a grounding pin, connect directly to a grounding receptacle – 3 prongs.
- Do not use the PAR Timer Drive Thru System and its components, if the power supply cord or enclosure is damaged.
- Use the power supply indoors and in dry locations only.

① IMPORTANT NOTE

Modifications to this device shall not be made without the written consent of PAR Tech. Unauthorized modifications may void the authority granted under Federal Communication Rules and Industry Canada Rules permitting the operation of this device.

Recycling / Disposal (Notice to European Union customers)



These products must be disposed respectively recycled at the end of their lifetime according to the mandatory laws and rules.



Under European Union (“EU”) Directive on Waste Electrical and Electronic Equipment, Directive 2012/19/EU products of “electrical and electronic equipment cannot be discarded as municipal waste anymore and manufacturers of covered electronic equipment will be obligated to take back such products as the end of their useful life. For appropriate disposal and recycling instructions, contact your local PAR representative.

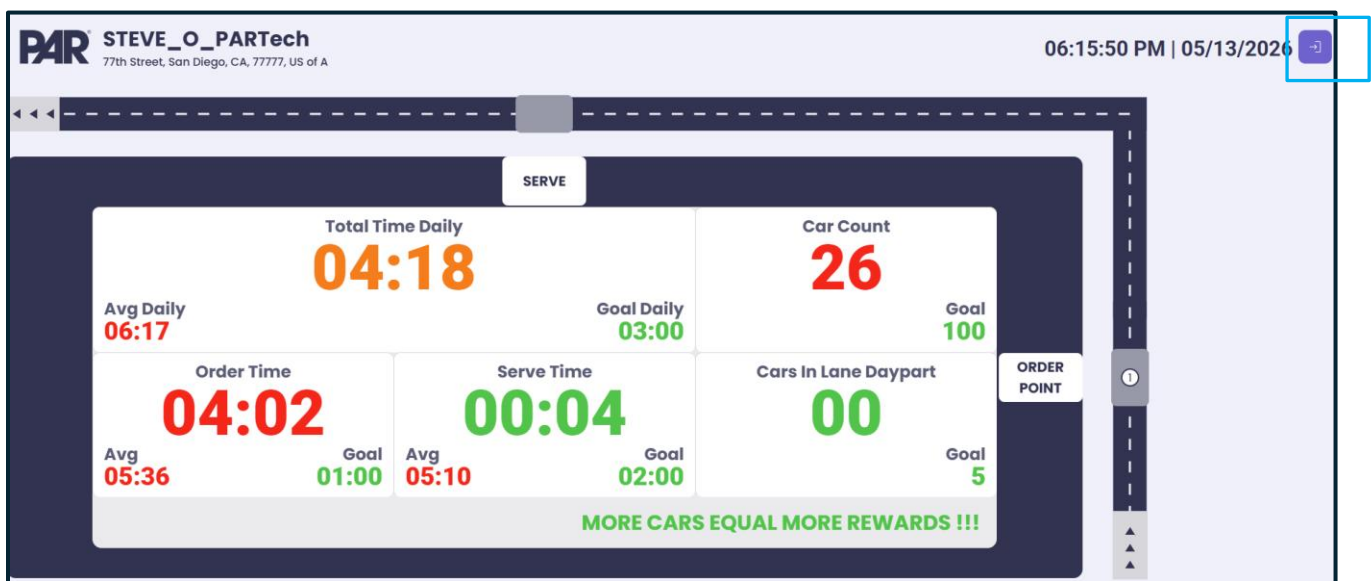
European Union CE Information

Prerequisites:

- PAR Timer and power supply
- HDMI monitor and power supply
- USB mouse (using virtual keyboard)
- USB wireless dongle (with mouse and keyboard optional)

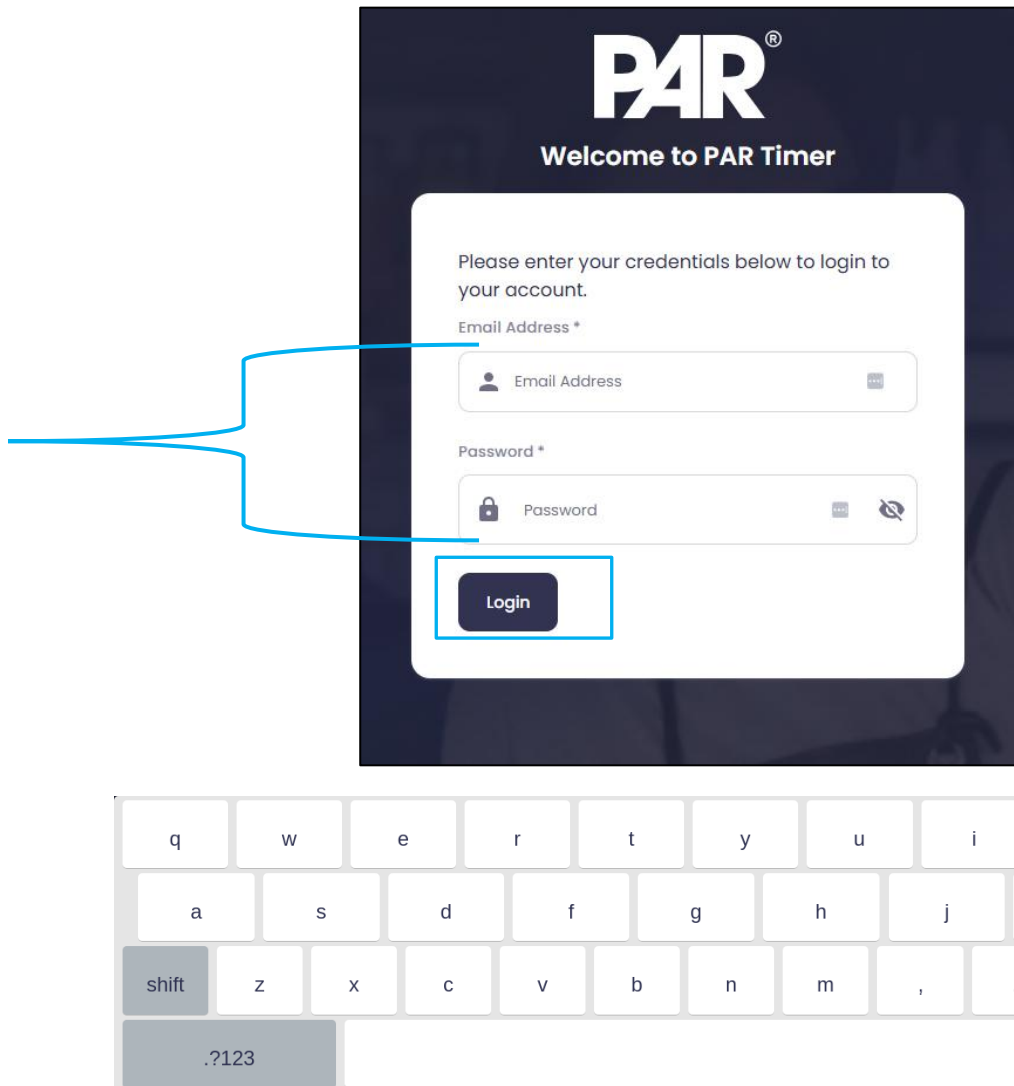
Logging Into The Timer

Upon booting up the timer, a default dashboard will appear. Click on the [icon](#) on the left corner to log in. Use the virtual keyboard to make the changes with a usb mouse or with wireless usb mouse/keyboard dongle to select and make setting changes. ****If you know the local IP of your timer, you can also log in and edit the timer settings by using port 3000 from a computer browser on the same network. Example: <http://192.168.0.90:3000/>**



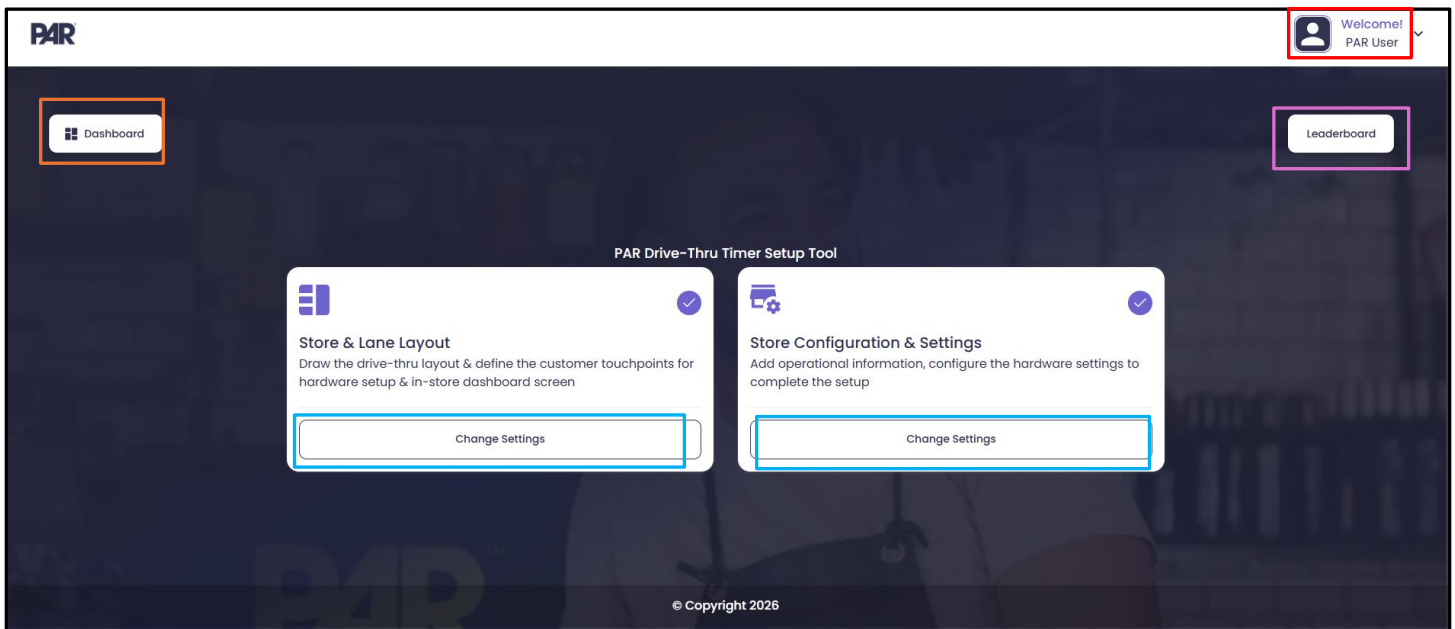
Proceed to enter in the default user name: user@partimer.com . The password can be obtained by contacting PAR Drive Support at 1-800-328-0033 or via email at drivethrusupport@partech.com. Click Login when done.

****Please be aware that after 3 minutes in activity, the timer will default back to the dashboard screen.****

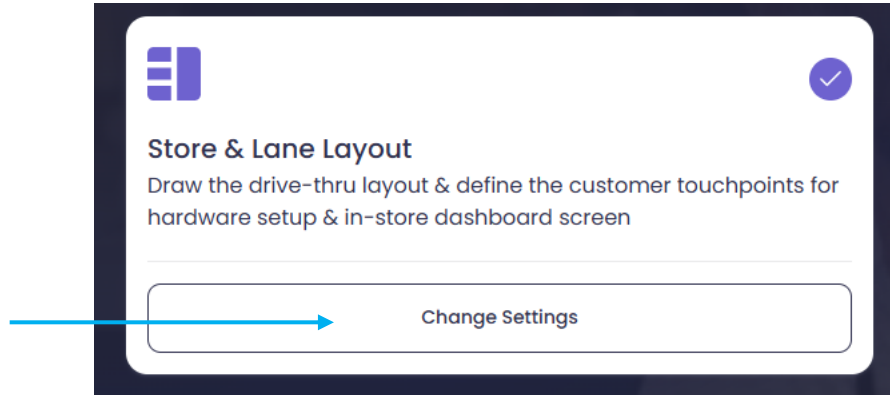


Home Screen Timer- Setup Tool

The home screen of the timer lets the user configure the [store & lane layout](#) and the [store configuration & settings](#). After configuration, the user can view the timer [dashboard](#) (this will normally be displayed on the monitor. If you have subscribed for the [leaderboard](#) competition ranking and have a second monitor, you can click on the [Leaderboard](#) button on the right to view it . Users can [log out](#) of the timer any time but clicking the upper right corner and select to 'log out'.



Store & Lane Layout

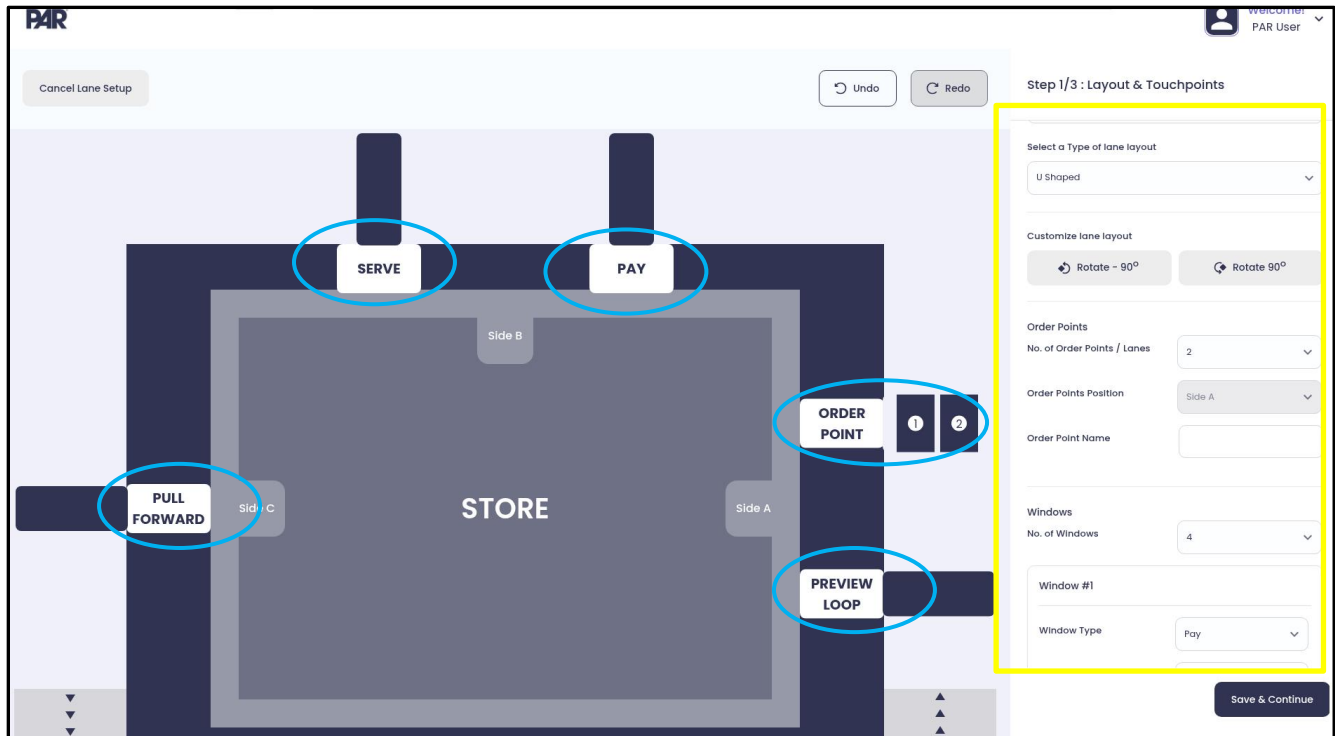


Click on the '**Change Settings**' in the Store & Lane Layout module to get started. In this module you can set up the Drive-Thru layout and define the customer event points for the dashboard screen.

We will use the examples below, but please know that each brand and layout are unique according to brand and store requirements. **The timer does ship with a default dashboard or a preconfigured on depending on your Brand requirement.

Layout & Touchpoints

Steps 1/4: Layouts & Touchpoints, you can configure the driver side of the lane, whether it be **right-hand drive or left-hand drive**. The shape type, **U shape or L shape or I shape**, rotating it 90 degrees counter or clockwise, the number of **order points** (2 max currently), and a **customize name** if desired (default name is **Order Point**). **The number of windows can also be configured here along with the type, position and name** (Pay, Serve, Preview Loop, and Pull Forward names will be defaulted). The user can **undo and redo** steps as needed. When done please click on **'Save & Continue'**.



Drive-side of Vehicle

Left-hand drive

Select a Type of lane layout

L Shaped

Customize lane layout

Rotate - 90°

Rotate 90°

Order Points

No. of Order Points / Lanes

2

Order Points Position

Side A

Order Point Name

Order Point

Windows/Prev/Pull Forw

Number of Windows/Prev/Pull Forw

2



Windows/Prev/Pull Forw

Number of Windows/Prev/Pull Forw

4

Windows/Prev/Pull Forw #1

Type

Pay

Position

Side B

Name

Pay

Windows/Prev/Pull Forw #2

Type

Serve

Position

Side B

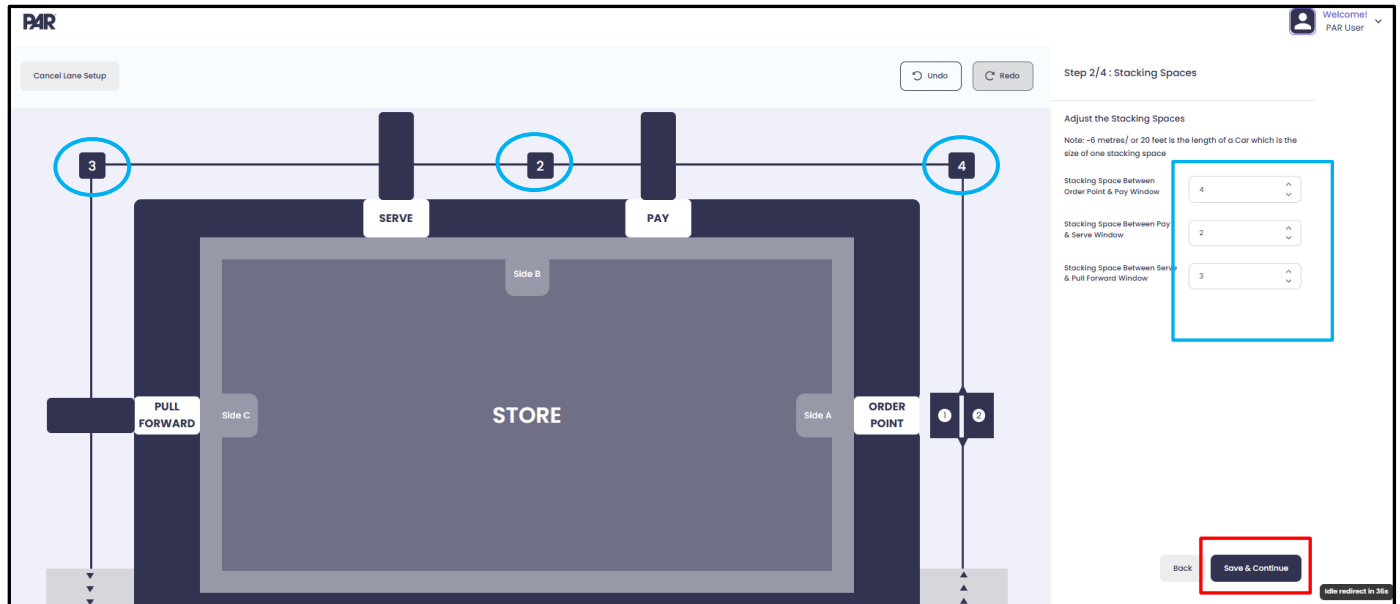
Name

Serve

Save & Continue

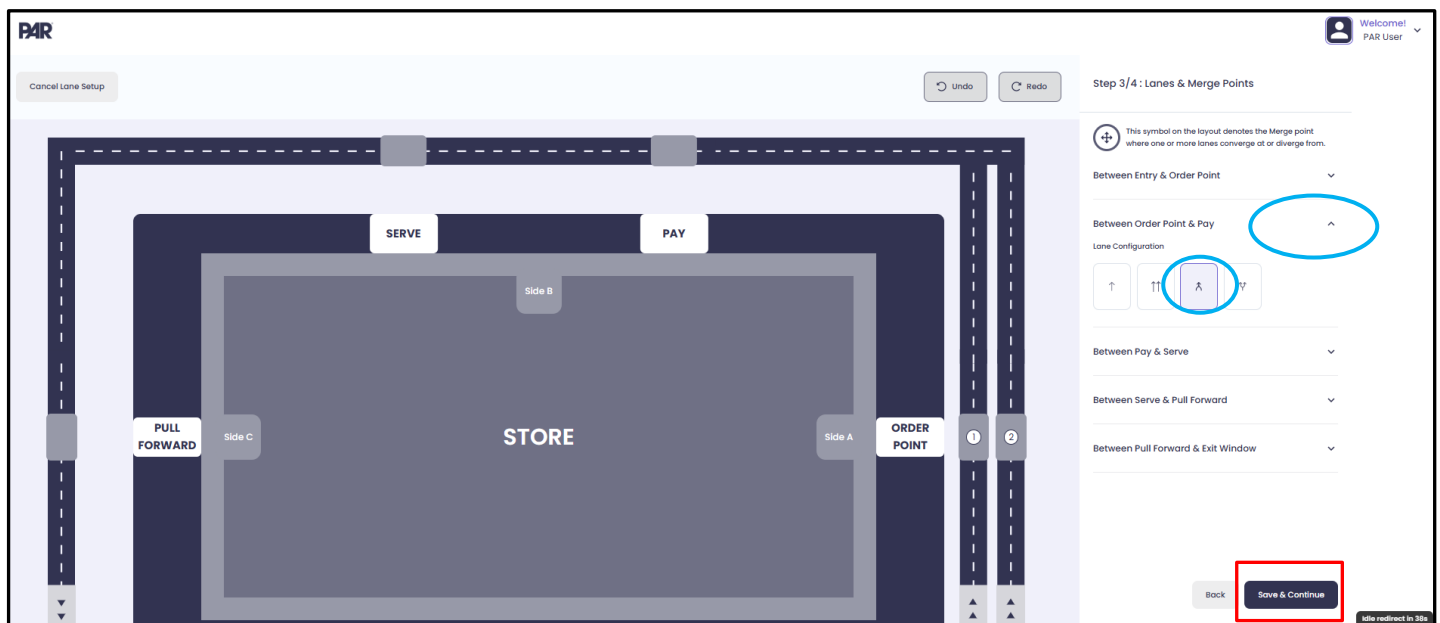
Stacking Spaces (Queue Length)

Steps 2/4 Stacking Spaces, you can configure the amount of stacking spaces between your event points. The standard measurement is 20 feet per car, used to measure how many cars can fit from one event point trigger to the next one, not including the cars at the event point(s). **The numbers of cars** are configurable accordingly for accurate timing. If cars exceed the queue length they will be discarded. Click **'Save & Continue'** when done.



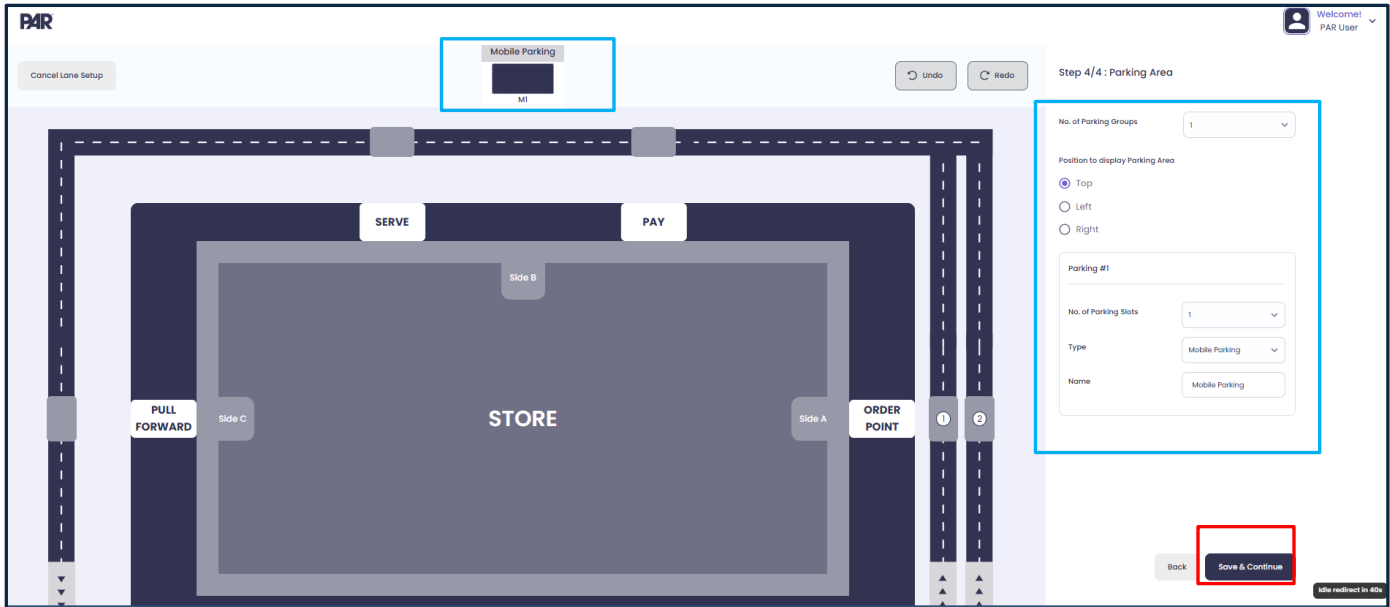
Lanes & Merge Points

Steps 3/4: Lanes & Merge Points, you can configure the merge points by selecting how the lanes merge from one event detection point to the next. Click on the respective **'between points'** and select the current available options for merging. Click on **'Save & Continue'** when done.



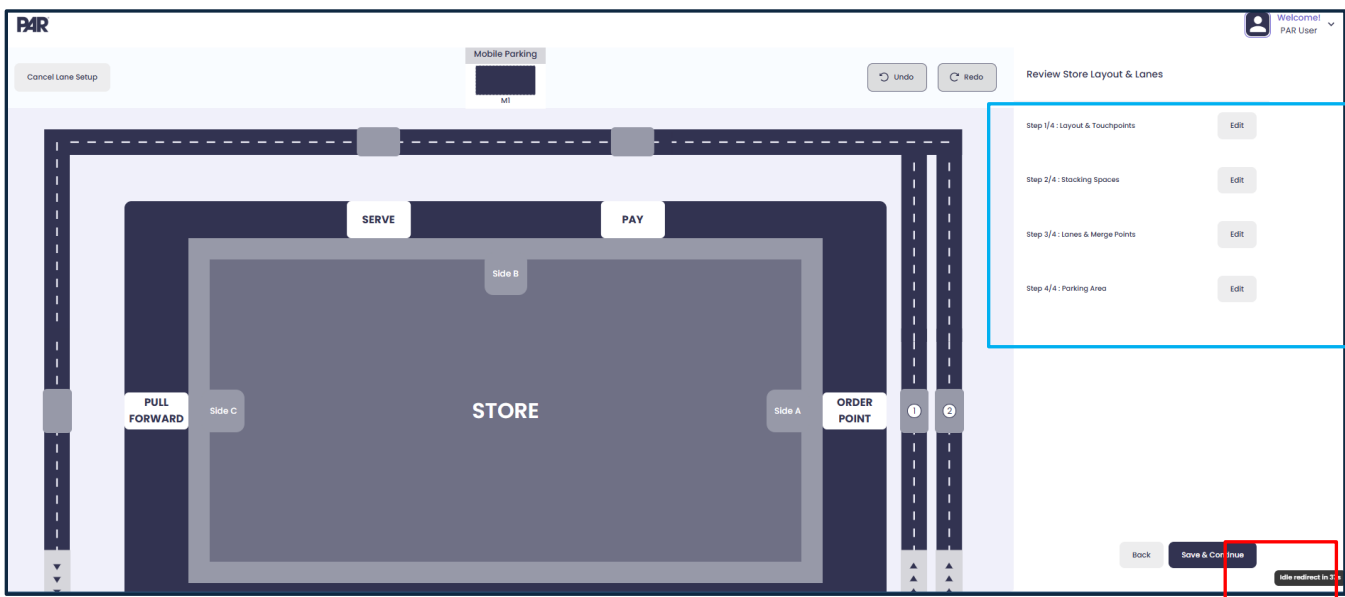
Parking Area

Steps 4/4: (you can skip this if you have no parking area with active low detectors) Parking Area, you can add/configure the parking groups such as mobile spots or more pull forward spots, by selecting the number of groups (currently up to 2 groups). Then select the position of your parking area. Next select the number of parking slots for the group, the type, and a custom name if desired differently. . Click on 'Save & Continue' when done. **Depending on the version of hardware the total detection points allowed are maxed out at 6 or 16; with currently each parking group with a maximum of 3 parking slots**

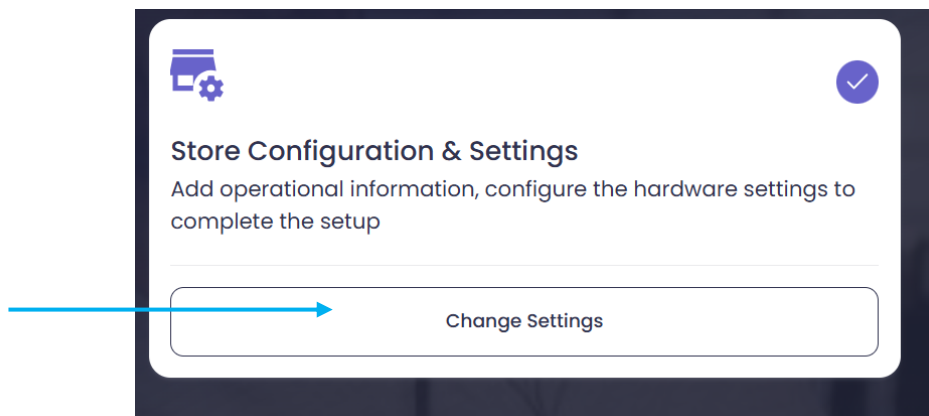
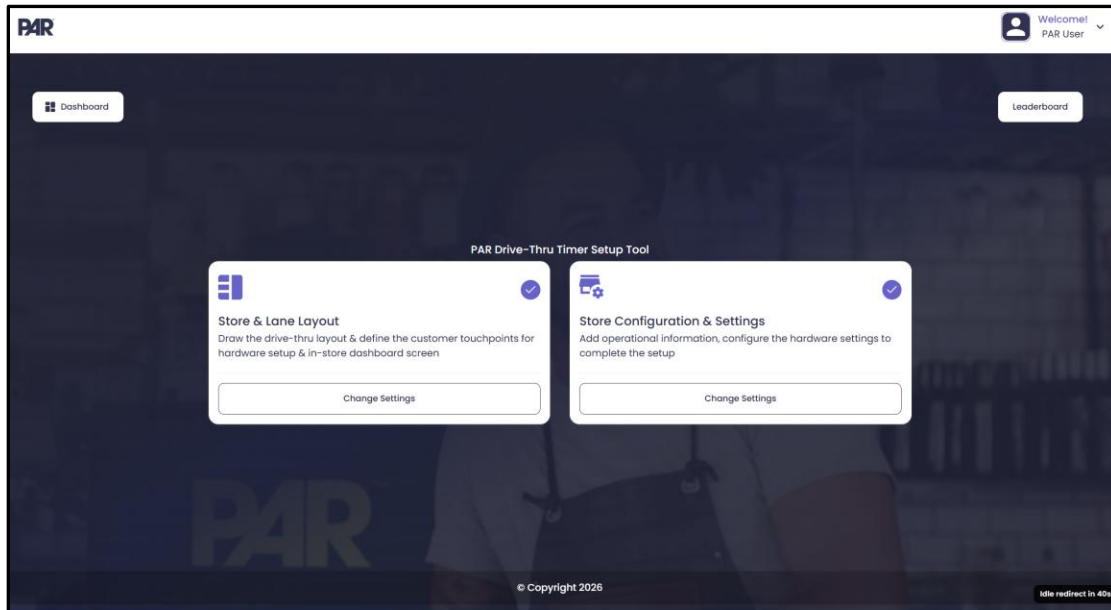


Review Store Layout & Lanes

Review Store Layout & Lanes, lets you edit and make previous changes before continuing to Store Configurations and Settings. You can edit step 1/4: Layout & Touchpoints, step 2/4: Stacking Spaces, step 3/4: Lanes & Merge Points, and step 4/4 parking Area as necessary. Once satisfied, please click 'Save & Continue'.



Store Configuration & Settings



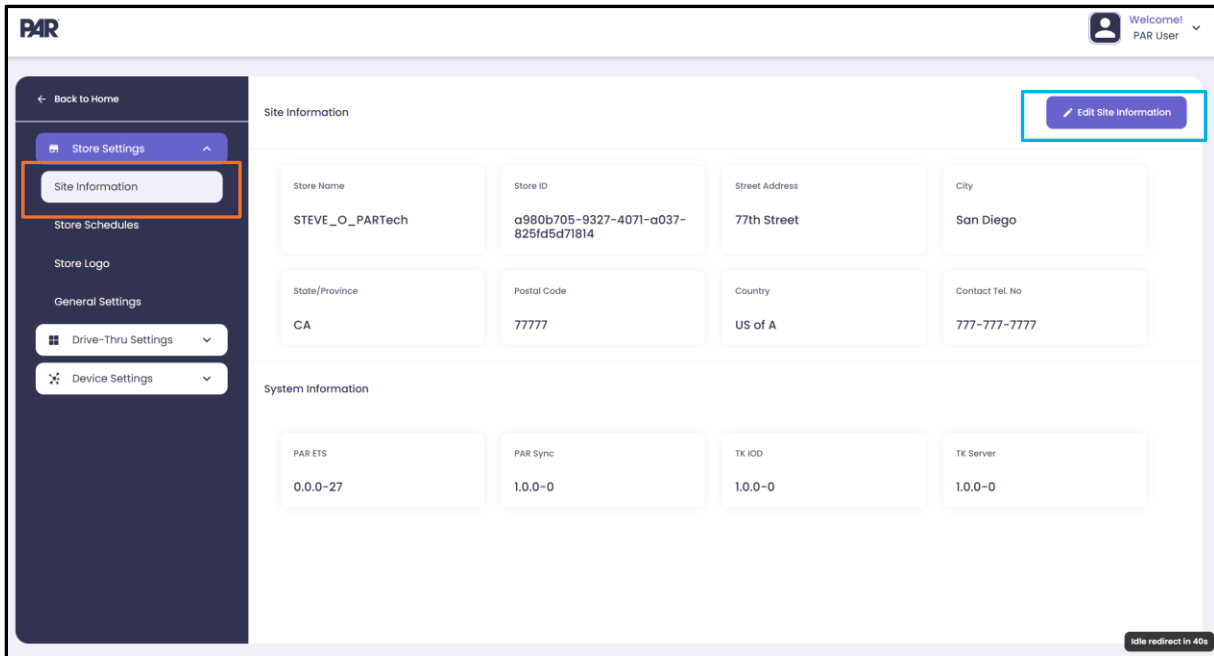
Click on the '**Change Settings**' on the Store Configurations & Settings module to get started. In this module you can configure store and various settings for the PAR Drive-Thru Timer.

****We will use the standard examples below, but please know that each brand and layout are unique according to brand and store requirements.**

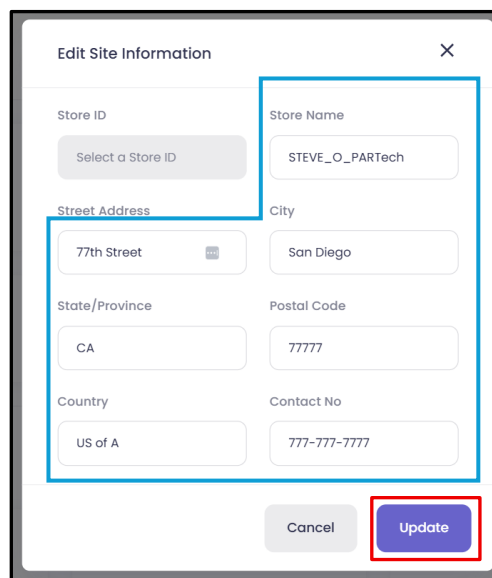
Store Settings

Site Information

To edit the **site information**, click on the button 'Edit Site Information'.

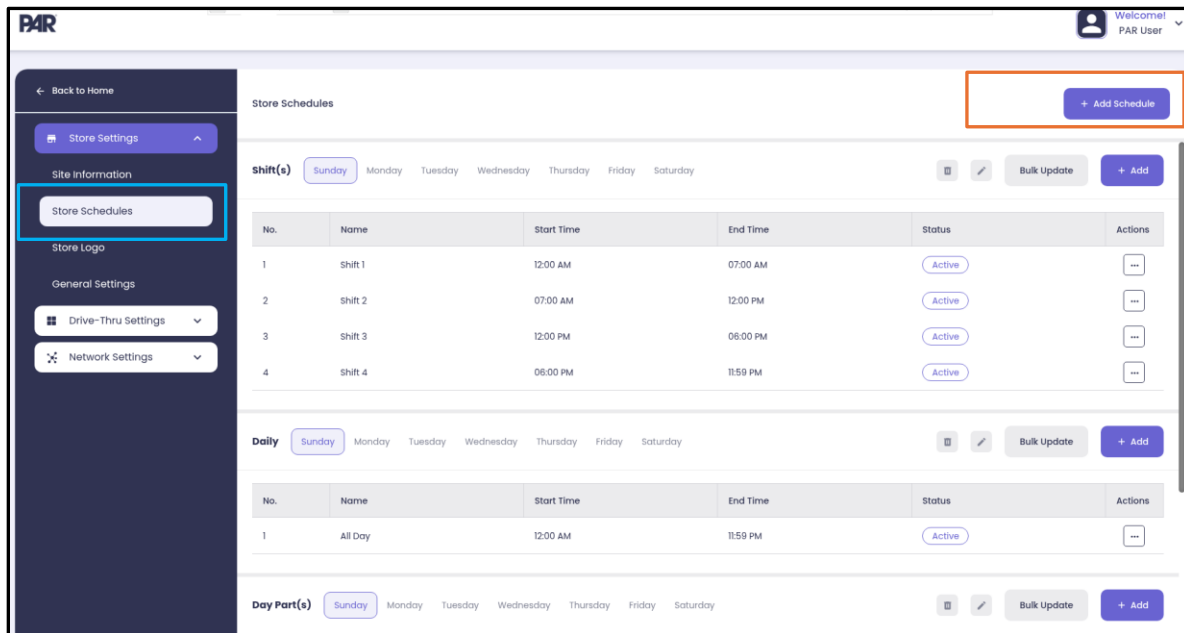


From here you can edit the Store Name, **Street Address**, **City**, **State/Province**, **Postal Code**, **Country** and **Contact Number**. Be sure to click 'Update' when done editing for the changes to take effect.

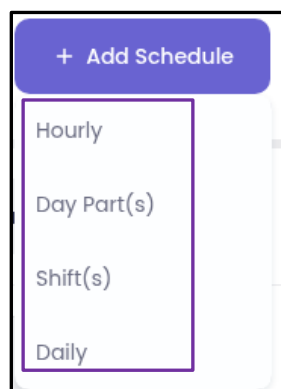


Store Schedules

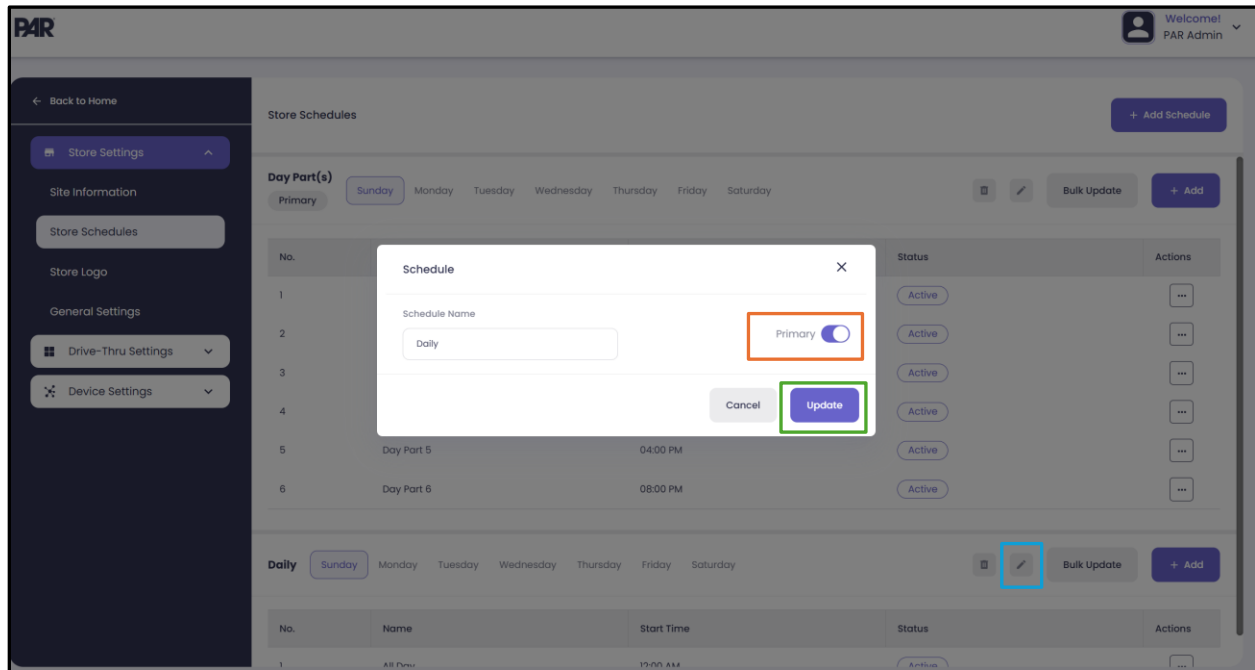
Store schedules let the user create schedules so that metrics can be set accordingly for those days and times.



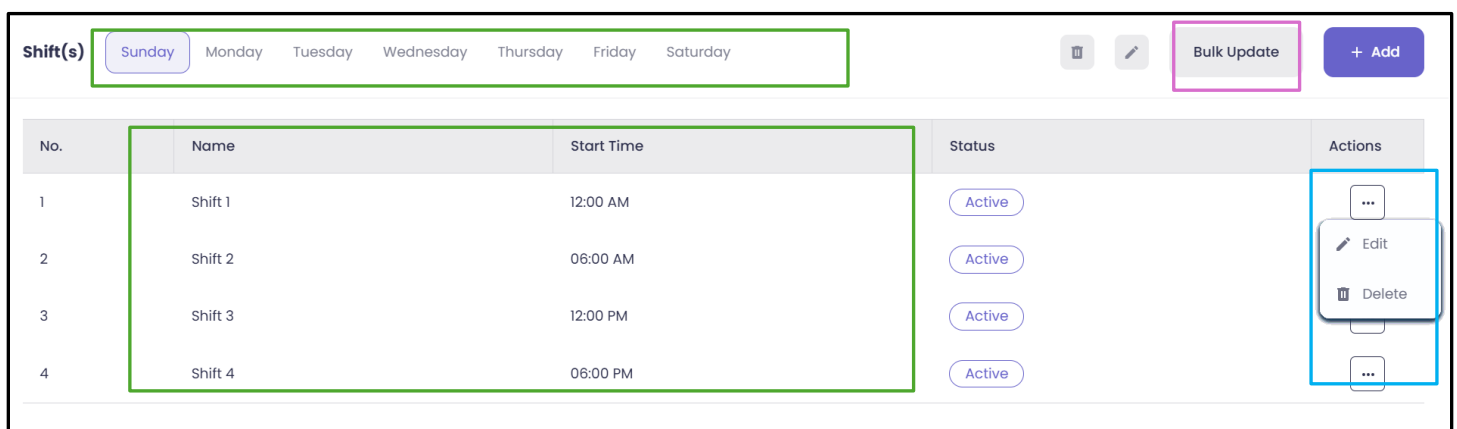
There are 4 available schedules that the user can select and define. They are **Hourly**, **Day Part(s)**, **Shift(s)** and **Daily** schedules. The default schedule is the Day Part(s) schedule. Click **+ Add Schedule** and select the schedule you would like to add. ****At least one schedule is needed for the timer to calculate the events and display it on the dashboard.**

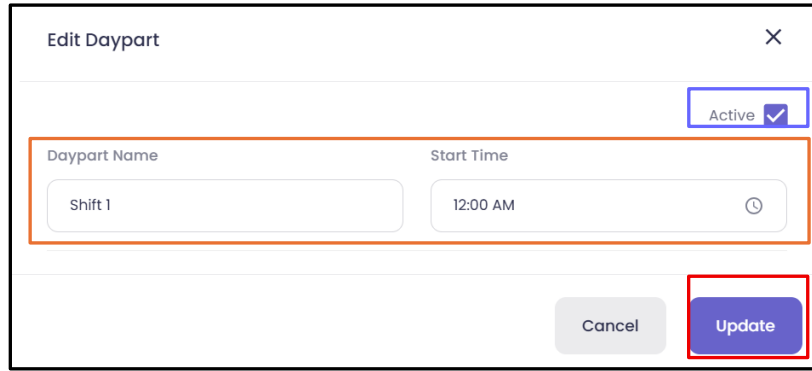


At least 1 schedule is required. The daypart schedule is the default schedule and is set to the primary schedule. When using multiple schedules, you can select which schedule is the primary schedule, for defaulting the goal settings; if desired. Primary schedules can be selected by clicking on the **edit** icon of that schedule, then toggle the **Primary button**, and then click 'Update'.



There are default times and dayparts according to each schedule. If desired, after selecting a schedule(s), you can edit/update/delete them individually or in bulk by selecting under **'Actions'**, then **'Edit'**, **'Delete'** for **the specific day of the week** and the name of the **time period**, or by selecting the **'Bulk Update'** button. When editing or adding you can adjust the **name, and start time** accordingly. They daypart ends when the next daypart starts. If you want the daypart to be active, ensure the **'Active'** box is checked. Click **'Update'** when done.





Edit Daypart [X]

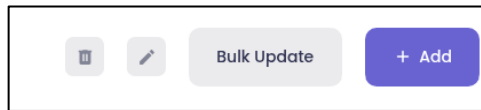
Active ☒

Daypart Name: Shift 1

Start Time: 12:00 AM

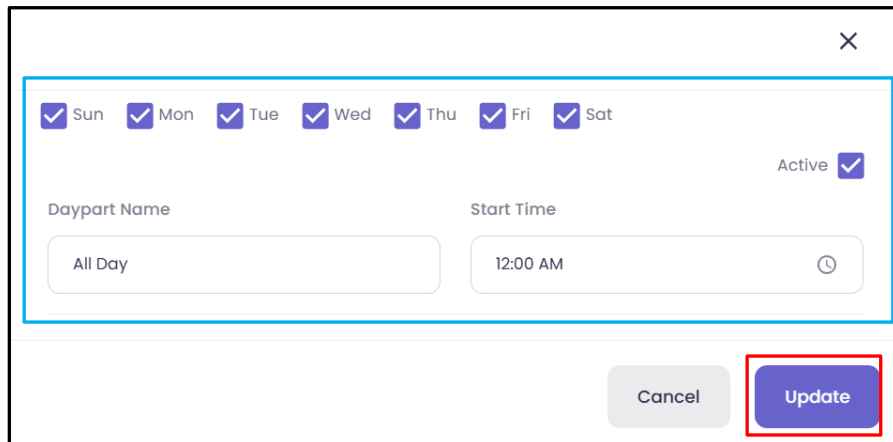
Cancel Update

You can also [delete](#) the whole schedule, [edit the name](#) of the schedule, [add](#) dayparts, or do a [bulk update](#).



[Delete] [Edit] Bulk Update + Add

The bulk update lets you update multiple daypart(s) to your schedule across multiple days by [selecting the days](#) and updating the daypart with the name and start time. Please click on '**Update**' when done.



[X]

☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

Active ☒

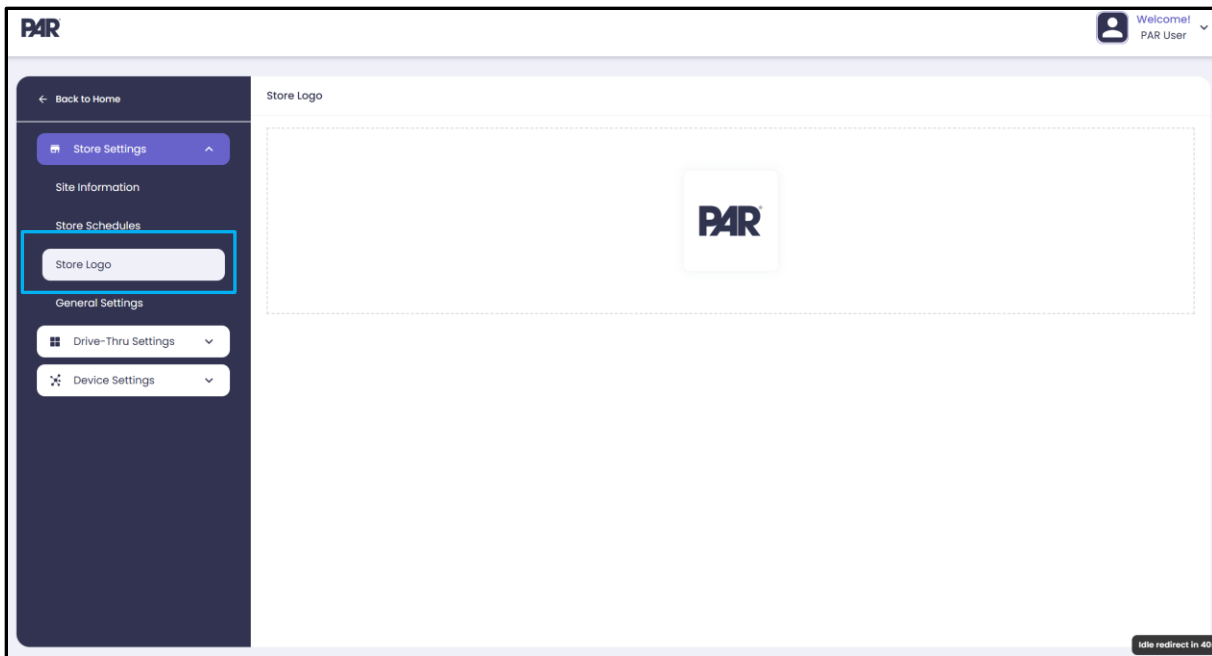
Daypart Name: All Day

Start Time: 12:00 AM

Cancel Update

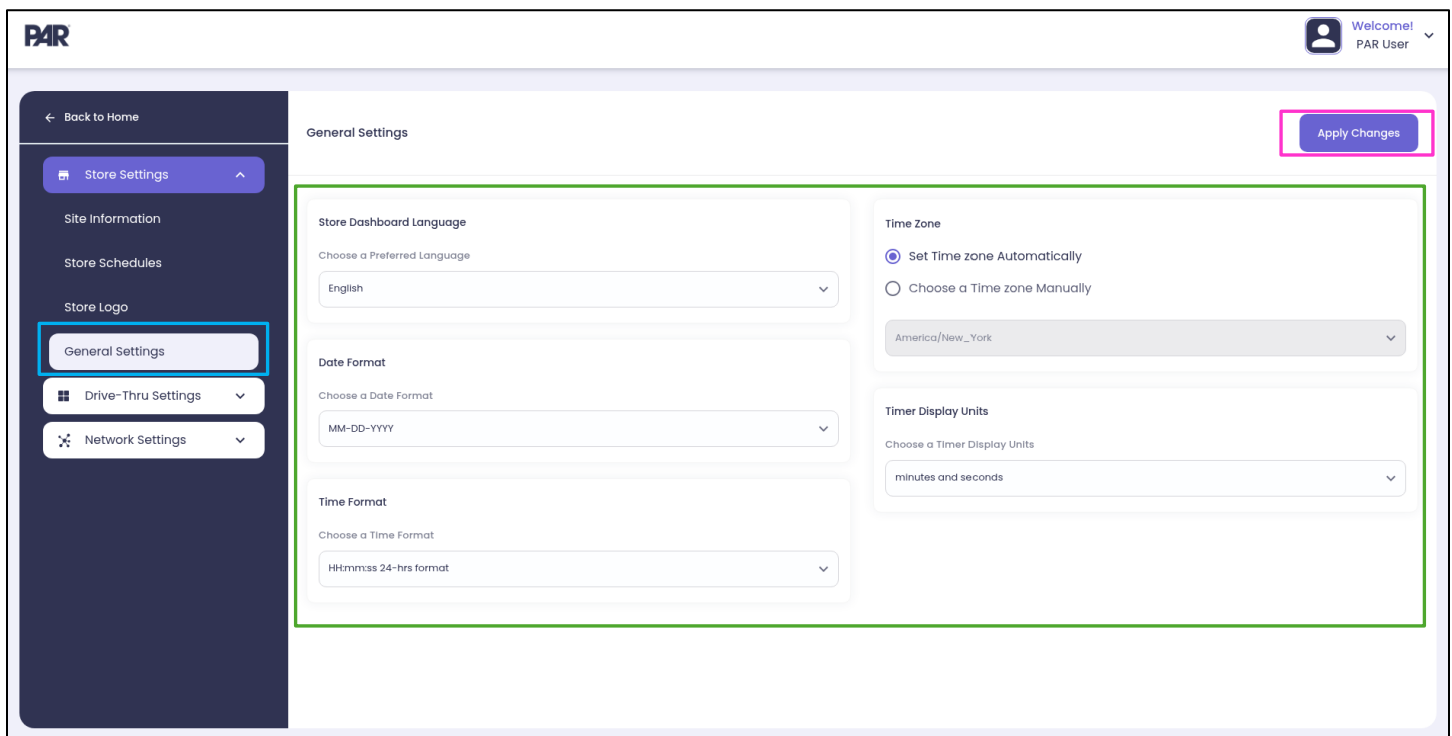
Store Logo

Store Logos can be change and edited but the only available logos will be defaulted to your Brand and by requests only. These logos will be inserted during commissioning at our factory and are selectable only. No additions can be uploaded, but only by PAR Technology.



General Settings

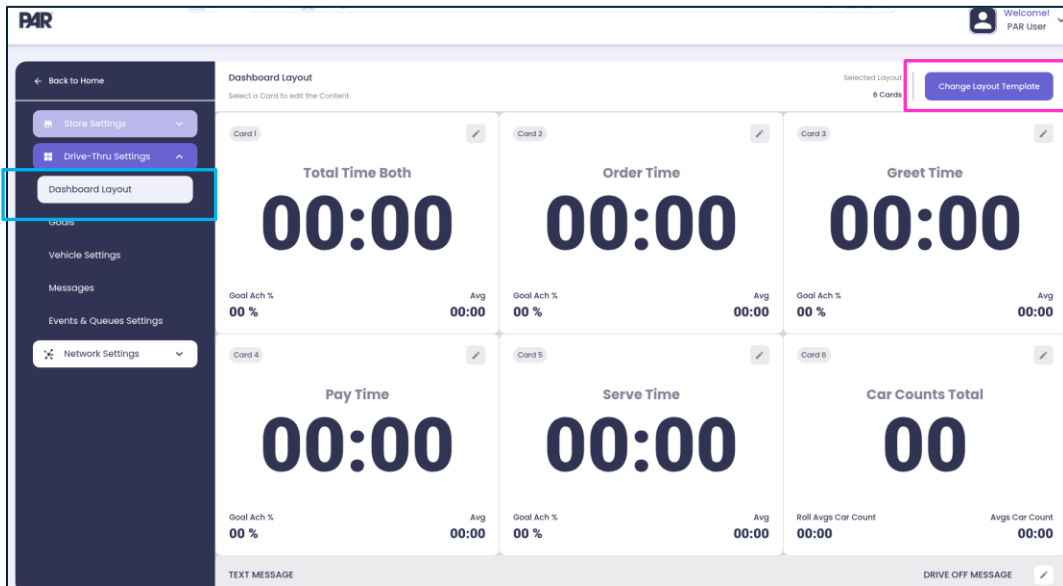
In **General Settings**, you can select your **Preferred Language**, **Date Format**, **Time Format**, **Time Zone**, and **Timer Display Units** format (minutes, or minutes and seconds: this format will display the time unit format on the timer dashboard). After making any changes, please click **Apply Changes** when done.



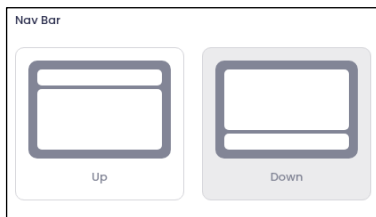
Drive-Thru Settings

Dashboard Layout

In the [Dashboard Layout](#), the user can choose from 14 card layout types and 2 Nav Bar message layout types as shown below by clicking on the **'Change Layout Template'**. Click the desired Message Layout and the Card Dashboard layout and click **'Save'** when done.



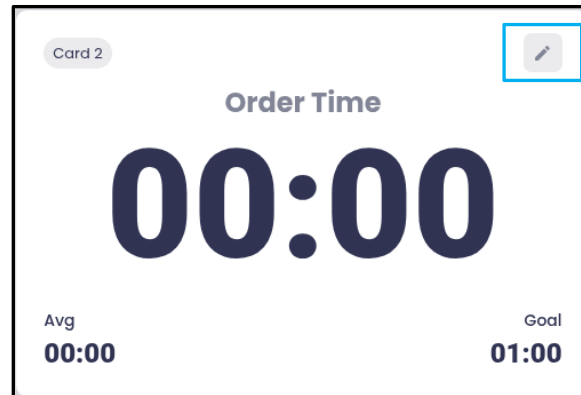
Select Where To Display Messages



Select Which Dashboard Templates To Display



To edit the card(s) in the layout click on the 'edit' icon button. Always make sure to click on 'Apply Changes' when making and finishing any edits.

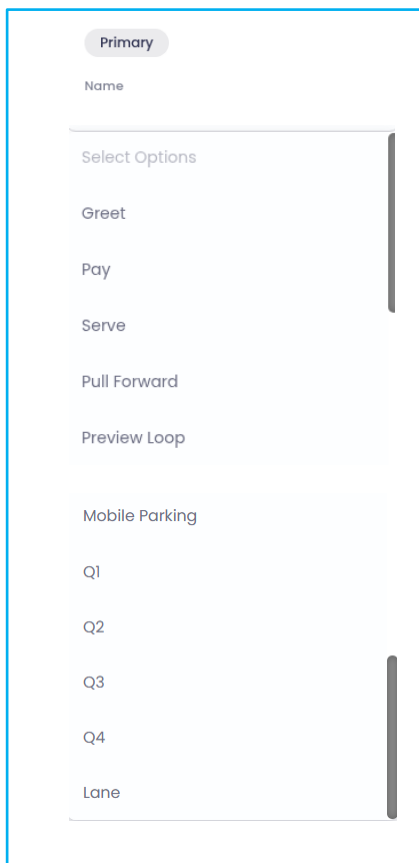


Once clicked, you can edit the Primary, Secondary, and Secondary 2. Please know that the Primary metric is the main metric of the card and the Secondary and Secondary 2 will display the contents for that primary metric. For example, if Primary is Lane Time, goal is Secondary and Avg is Secondary 2, then the goal and avg that will be displayed in that card will be that for the Lane Time.

By default, the Nav Bar is selected to show on the bottom of the card layout. Either on top or bottom, Click on the edit button to select which messages you wish to see.

When editing the card:

For **Primary Options** the list will be, Greet, Pay, Serve, Pull Forward, Preview Loop, Order Point, (queues) Q1, Q2, Q3, Q4 and Lane.



Options:	Definition
Greet	The Greet event is defined as the time duration of when a car arrives at the order point to when the order taker to push the talk button on the headset to greet them.
Pay	The Pay event is defined as when the vehicle arrives at the Pay Window to when it leaves the Pay Window
Serve	The Serve event is defined as when the vehicle arrives at the Serve window to when it leaves the Serve Window
Pull Forward	The Pull Forward event is defined when the vehicle arrives at the pull forward spot to when it leaves the pull forward spot (usually if would be the last detection point in the lane in they use Pull Forward for timing)
Preview (Loop)	The Preview (Loop) event is defined as when the vehicle arrives at preview menu spot to when it leaves the preview menu spot (usually if would be the first detection point(s) in the lane in they use a preview menu for timing)
Mobile Parking	The Mobile Parking event is defined as when the vehicle arrives at the respective Mobile Point (s) (P1, P2, P3, M1, M2, M3), to when it leaves the respective Mobile Point
Order Point	The Order Point event is defined as when the vehicle arrives at the order point (normally the first detection points(s) in a standard Drive-Thru), to when it leaves the order point.
Q1 (queue 1)	The Q1 event is defined as when the vehicle leaves the 1 st detection point in the lane to when the vehicle arrives to the next detection point in the lane
Q2 (queue 2)	The Q2 event is defined as when the vehicle leaves the 2 nd detection point in the lane to when the vehicle arrives to the next detection point in the lane
Q3 (queue 3)	The Q3 event is defined as when the vehicle leaves the 3 rd detection point in the lane to when the vehicle arrives to the next detection point in the lane
Q4 (queue 4)	The Q4 event is defined as when the vehicle leaves the 4 th detection point in the lane to when the vehicle arrives to the next detection point in the lane
Lane	The Lane event is defined as when the vehicle arrives (or leaves) the 1 st detection point in the lane to when it leaves the last detection point in the lane

The options mentioned above will give you a **default name**, but the names are editable as desired. To change the name please click in the field, backspace all the characters, and type in the name you wish.

Primary

Name

Order Time

The **Metric** drop down lets you select the which of the 6 metrics you want to show for the Primary content of the card. The options are defined as below:

Metric	Options:	Definition
Current time	Car Count	The number of cars that have triggered the selected Primary card event
Car Count	Rolling Average	The average time of a selected number of last cars spent at the selected Primary card event. When this metric is selected you must define the number of cars in the field below it. It is defaulted to show the average of the last 5 cars.
Rolling Average	Goal Achieved Cars	The number of cars that have reached the Goal A set for that metric. The default is 100 cars. This can be adjusted in the Goals Module.
Goal Achieved Cars	Goal Achieved Percentage	The percentage of vehicles that have reached at minimum, the Goal A set for that metric. The default is 90%. This can be adjusted in the Goals Module.
Goal Achieved Percentage	Current Time	The current duration time from when the vehicle arrived at the selected metric point and will keep counting until the metric has been stopped for that event. The start and end time, for example, could be when the vehicle arrived, departed, or for greet; is when the order taker pushes the talk button on the headset.
Current time	Cars in Lane	The number of cars that have triggered the first event point in the drive thru lane but have not exited the drive thru lane.
Cars In Lane		

The card content can be set for Both Lanes, Lane 1, or Lane 2 in the Lane drop down box.

Lane	Options:	Definition
Both	Both	The selected card event option and metric will be applied to both lanes.
Select Lane	Lane 1	The selected card event option and metric will be applied to Lane 1.
Both	Lane 2	The selected card event option and metric will be applied to Lane 2.
Lane 1		
Lane 2		

The card content needs to have a Schedule selected for the option metric. The store schedules are selected/created in the Store Settings module on page 12.

Schedule

Daily

Select Schedule

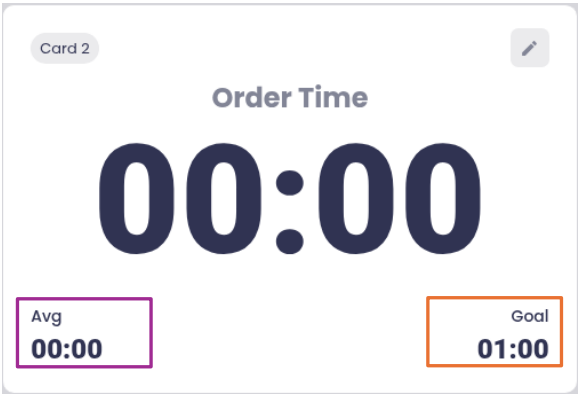
Day Part(s)

Hourly

Shift(s)

Daily

The Secondary Options will appear in the lower right corner of the card.



To enable or edit the **Secondary** or **Secondary 2**, make sure it is **check marked**, and select either the ‘Goal’ or Matrix option. The **Names** are defaulted when selecting the options and metrics but can be changed as desired. Secondary enablement is optional and does not have to be enabled.

☒ Secondary

Options

Goal

Select Option

Goal

Matrix

☒ Secondary 2

Options

Matrix

Name

Goal Ach %

Options

Lane

Type

Visit

Metric

Goal Achieved Percentage

Select Metric

Average Time

Car Count

Rolling Average

Goal Achieved Cars

Goal Achieved Percentage

Secondary (2) Options	Definition
Goal	This is the Goal for the Primary option metric that is selected for that card. Example if the primary is Lane Time, then this would be the A goal for Lane Time set in the Goals module.

Change name as necessary

Matrix Metric Options	Matrix Metric Definition
Average Time	The average time for the Primary event option metric that is selected. . Example if the primary is Lane Time, then this would be the average for the Lane Time.
Car Count	The number of vehicles for the Primary event option metric event that is selected. Example if the primary is Lane Time, then this would be the number of cars that have been in the lane.
Rolling Average	The rolling average time for a determined number of vehicles for the Primary event option metric that is selected.
Goal Achieved Cars	The number of cars that have achieved at minimum, the Goal A set for the Primary event option.
Goal Achieved Percentage	The number of cars that have achieved at minimum, the Goal A set for the Primary event option divided by how many cars recorded for that Primary event option; and then converted into a percentage.

The card Secondary and Secondary 2 content can be set for Both Lanes, Lane 1, or Lane 2 in the Lane drop down box when an option metric is selected.

Lane

Both

Select Lane

Both

Lane 1

Lane 2

Options:	Definition
Both	The selected card option and metric will be applied to both lanes.
Lane 1	The selected card event option and metric will be applied to Lane 1.
Lane 2	The selected card event option and metric will be applied to Lane 2.

The card Secondary and Secondary 2 content needs to have a Schedule selected for the option metric. The store schedules are selected/created in the Store Settings module on page 12. Be sure to click on **'Apply Changes'** after any edits.

Schedule

Daily

Select Schedule

Day Part(s)

Hourly

Shift(s)

Daily

Cancel

Apply Changes

If you have selected a Nav Bar template that Display Message(s) in the layout (page 17), click on the **'edit'** icon button

TEXT MESSAGE

DRIVE OFF MESSAGE



A window will appear to select from the drop-down menu. The Primary Message to be displayed on the **left side**, and the Secondary Message to be displayed on the **right side**. Click **Update** after making any changes. (Messages are defined on page 24)

Dashboard Message Selection

Primary Message

DRIVE OFF MESSAGE

Secondary Message

TEXT MESSAGE

Cancel

Update

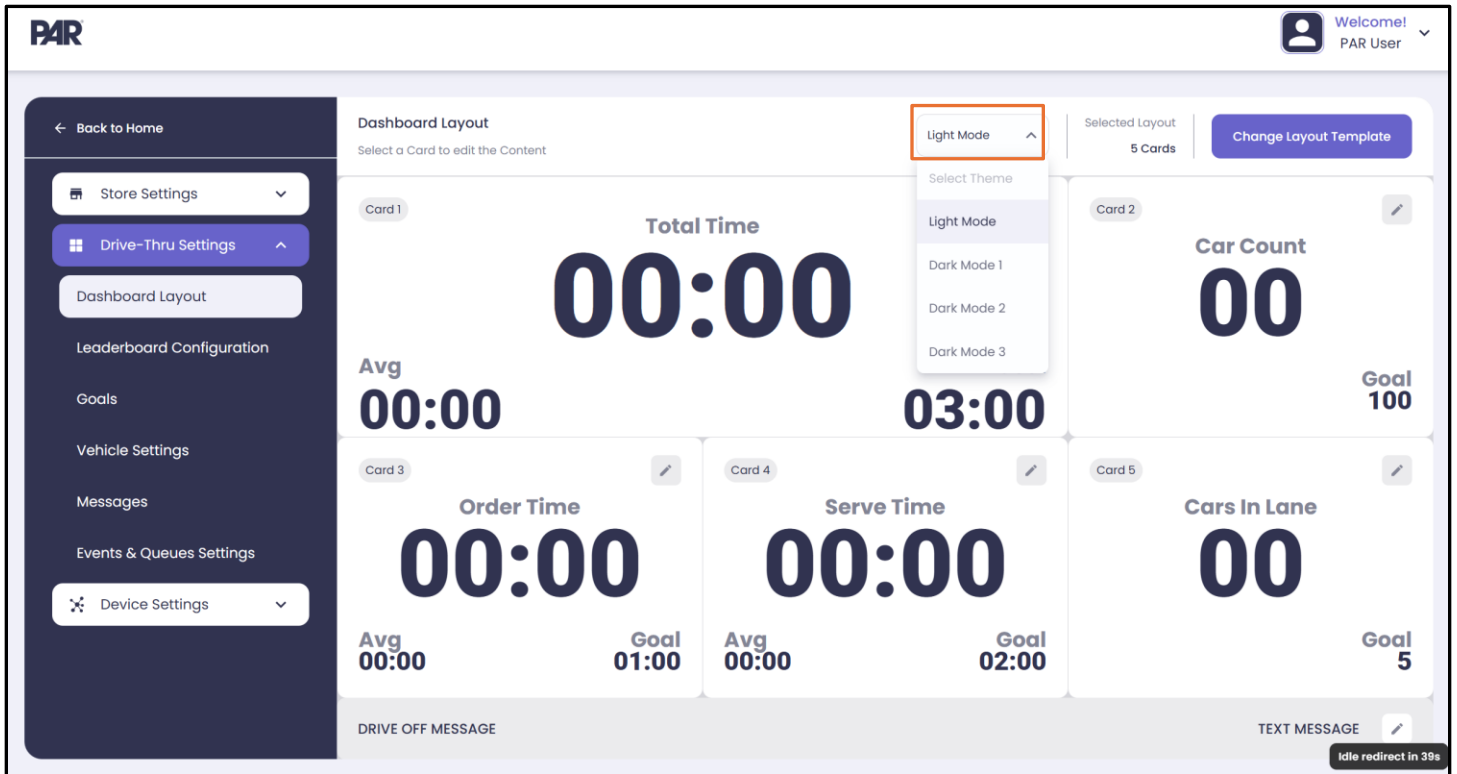
Select Message

TEXT MESSAGE

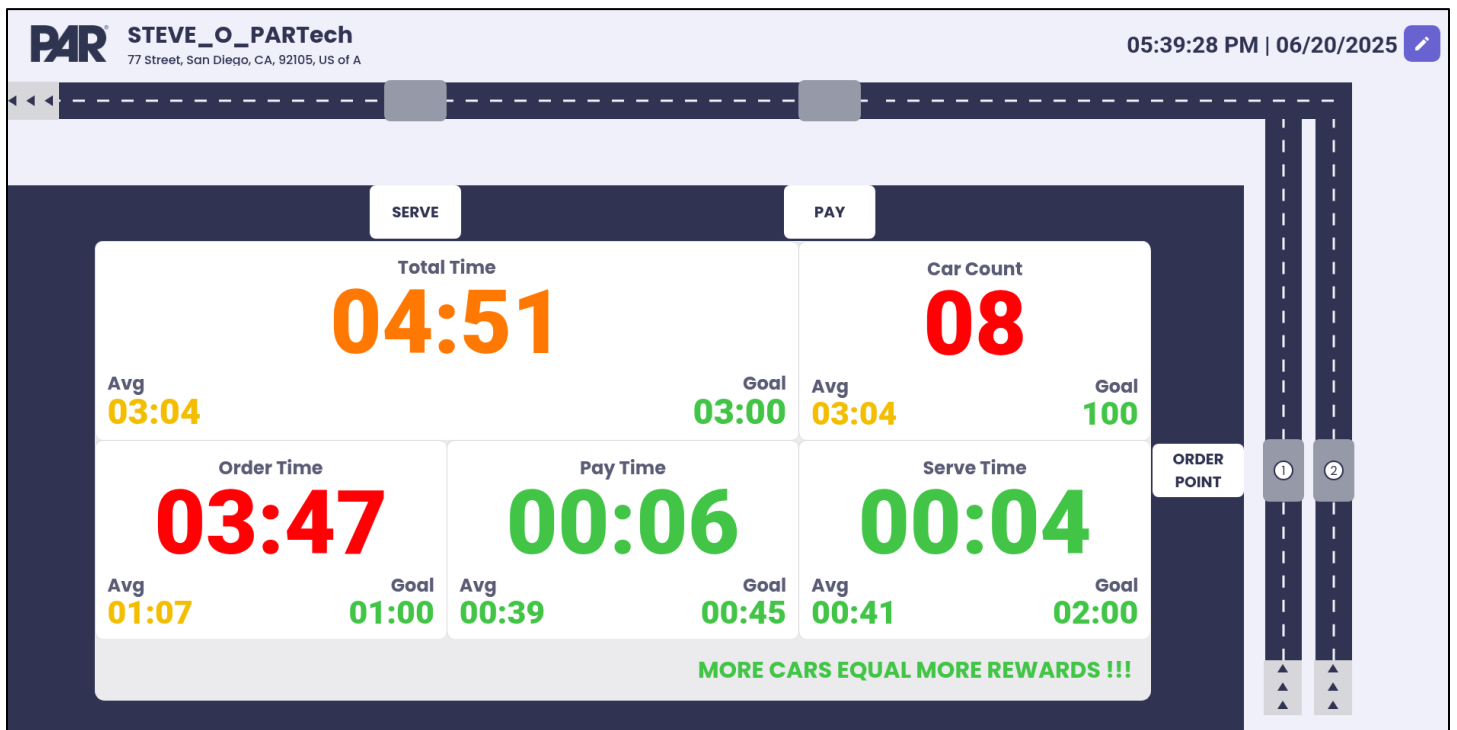
DRIVE OFF MESSAGE

VISIT MESSAGE

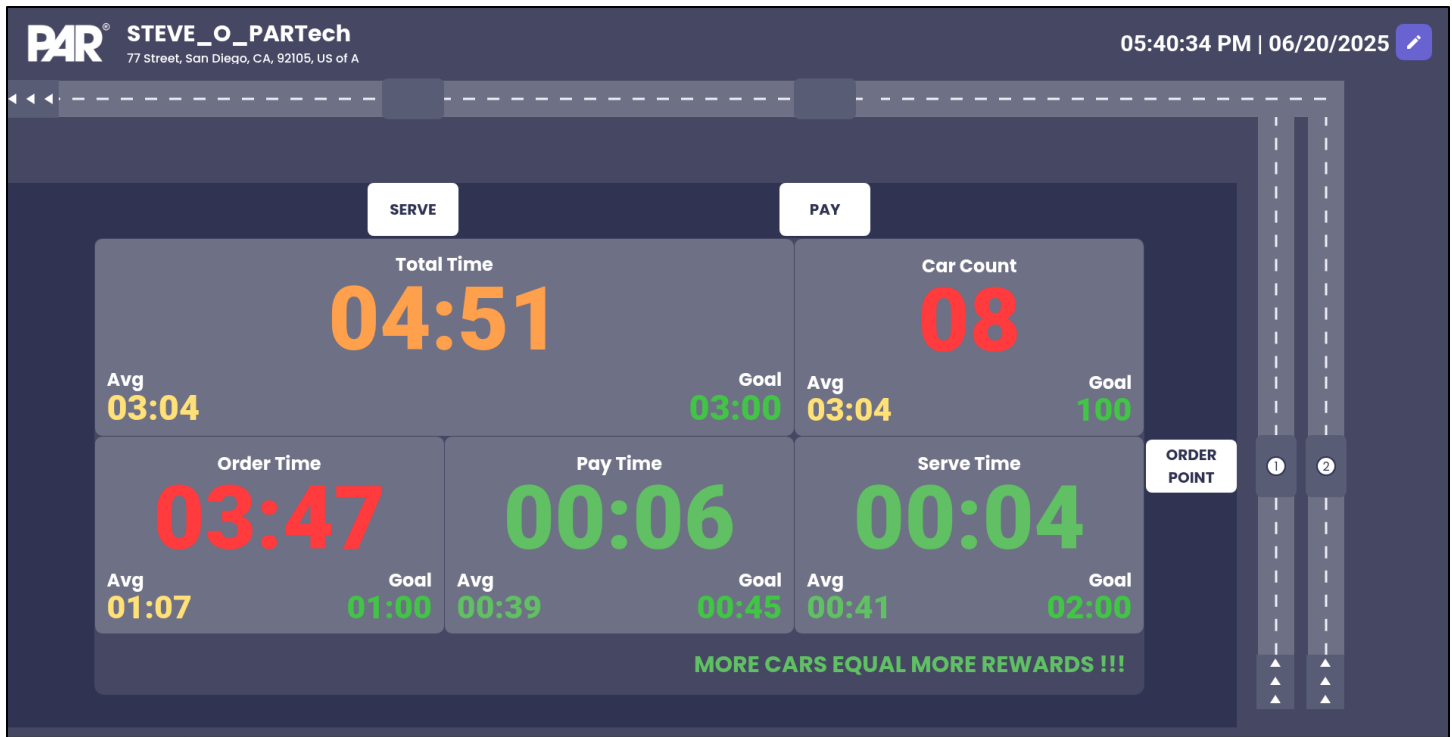
There is also an option to change the Dashboard theme from light to dark themes by clicking on the layout **mode drop down list**.



Light theme sample below.

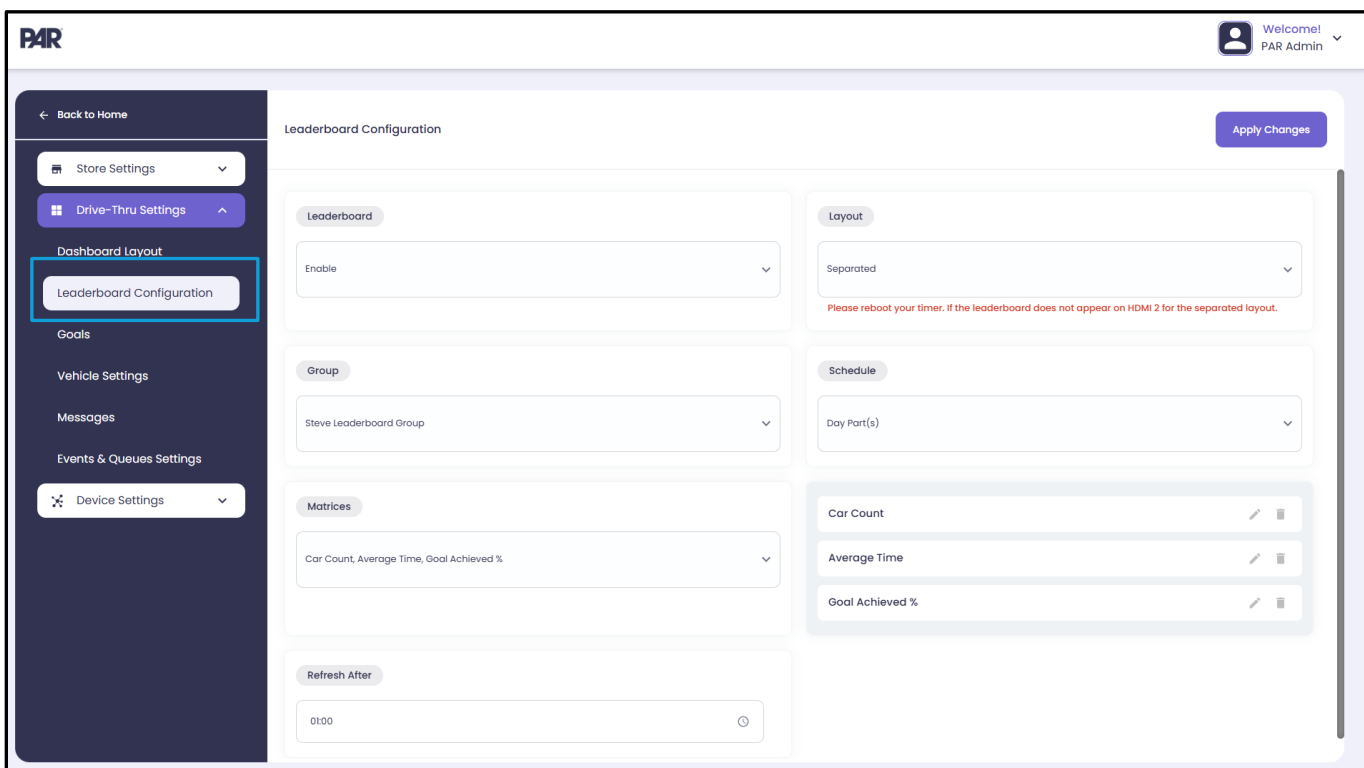


Dark theme sample below.



Leaderboard Configuration

If the site has subscribed for the Leaderboard feature, then it can be viewable under the ‘[Leaderboard Configuration](#)’ Section. All configurations will need to be done on the cloud with the correct permissions. . ****If you know the local IP of your timer, you can also view the leaderboard by using port 3000 from a computer browser on the same network and typing in /leaderboard. Example: <http://192.168.0.90:3000/leaderboard>**



The Leaderboard Dashboard example view is shown below:

PAR Store Name		08:00 AM - 11:59 AM		10:55:45 AM 07/23/2026	
Street Address, City, State, Postal Code, Country					
#	Car Count	#	Average Time	#	Goal Achieved %
Top 5 Store	01 BASE_01	55	03:20	01 BASE_01	37.74%
	02 BASE_02	49	03:34	02 BASE_02	16.33%
	03 STEVE_30	30	05:11	03 STEVE_20	0%
	04 deb9todeb12_Stev...	22	05:26	04 STEVE_30	0%
	05 STEVE_20	4	08:45	05 deb9todeb12_Stev...	0%
My Store	04 deb9todeb12_Stev...	22	03:34	02 BASE_02	16.33%
	05 STEVE_20	4	05:11	03 STEVE_20	0%
	06 Hamza Timer2	0	05:26	04 STEVE_30	0%
Bottom 5 Store	09 Site3	0	00:00	09 Site3	0%
	010 site4	0	00:00	010 site4	0%
	011 Site5	0	00:00	011 Site5	0%
	012 STEVE_10	0	00:00	012 STEVE_10	0%
	013 zaman122	0	00:00	013 zaman122	0%
Day Part(s) Winners					
Car Count	Average Time	Goal Achieved			
BASE_02	BASE_02	BASE_02			
70	03:28	25.71%			
BASE_02	BASE_01	BASE_01			
68	03:27	25%			
BASE_01	BASE_01	BASE_01			
69	03:29	27.54%			
BASE_02	zaman122	zaman122			
67	01:33	90%			
BASE_02	zaman122	zaman122			
69	00:29	100%			
BASE_01	BASE_01	BASE_01			
53	03:20	37.74%			

Orange box highlighted above shows the current top 5 stores on top, your store's ranking in the middle and the lowest ranking 5 stores on the bottom, in relationship to the Group competition selected.

Blue box highlighted shows the metrics that are selected for the Leaderboard Group Competition. In this example, car count, average time and goal % achieved.

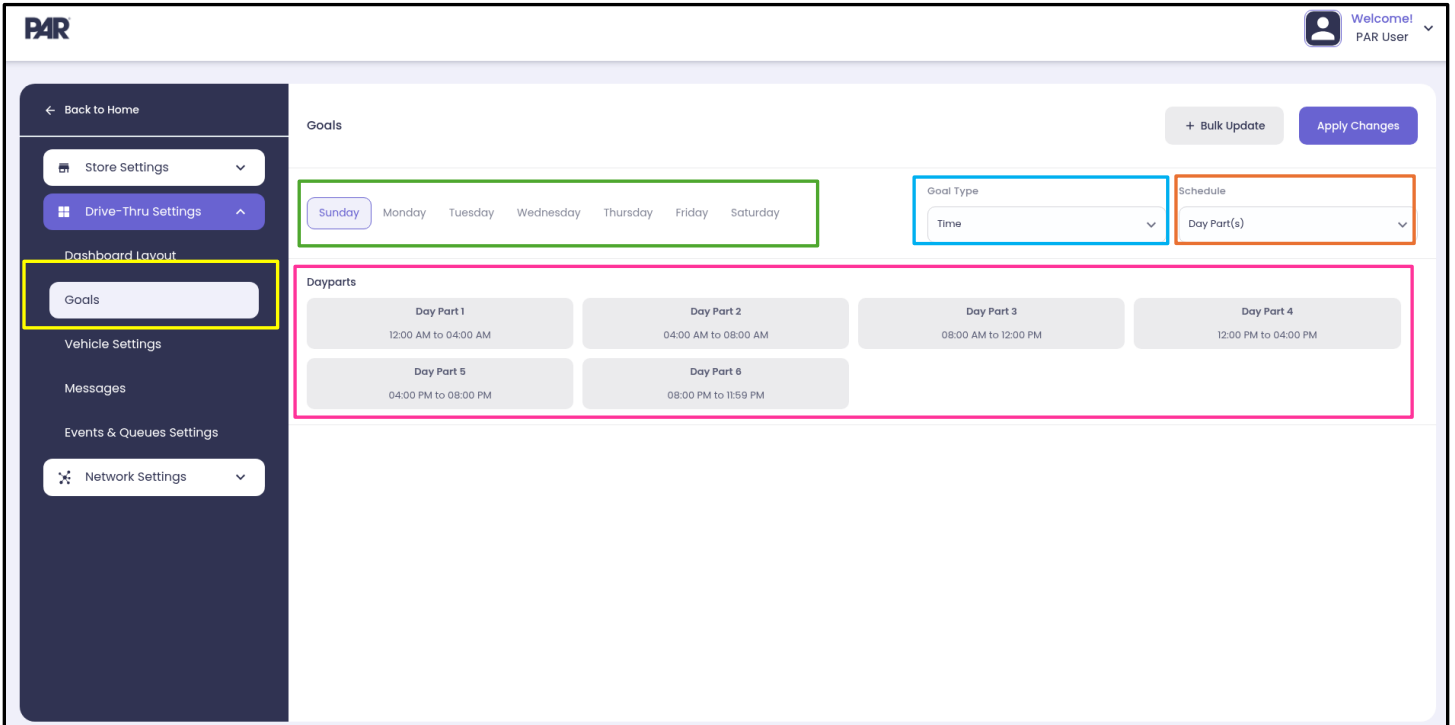
Green box highlighted shows the current schedule for the competition.

Red box highlighted shows the previous schedule winners and the current leaders for the selected metrics in the Leaderboard Group Competition.

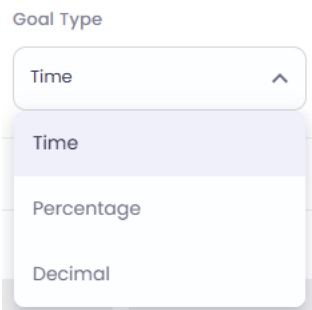
Purple box highlighted shows the current live day and time of the Leaderboard competition.

Goals

In the **Goals** section, you can edit the goal times for the cards and metric options that you have selected when configuring your card dashboard layout in the previous section. To edit the colored goal times for the events you have selected, you must select the **goal type**, **schedule**, **day of the week** and **daypart**.



There are 3 **Goal Types**



Goal Type:	Definition
Time	Goals that are related to time format types such as minutes and seconds.
Percentage	Goals that are related to percentage format types such as percentage achieved.
Decimal	Goals that are related to whole number format types such as car count and cars in lane.

Goals need to be assigned to a **schedule**. The default schedule is the daypart schedule. Shall you have multiple schedules and have different goals for each schedule, proceed to select the correct schedule you wish to view or edit.

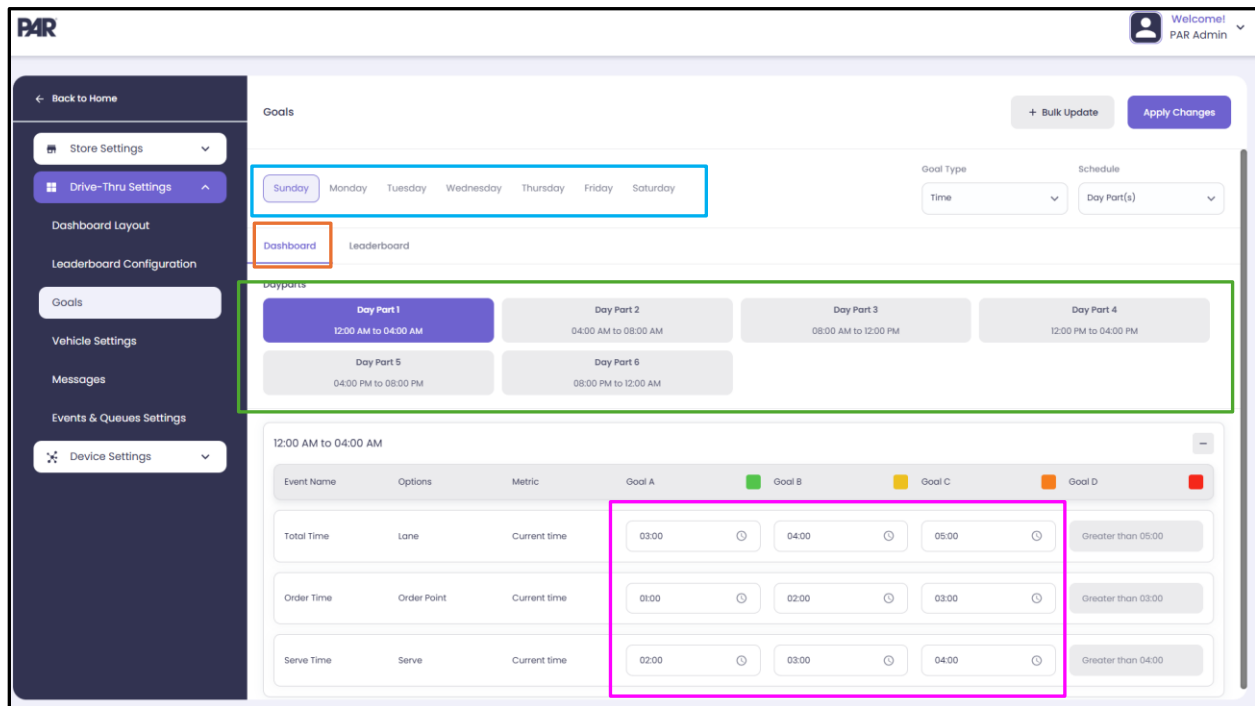
Schedule

Day Part(s) ^

Day Part(s)

Daily

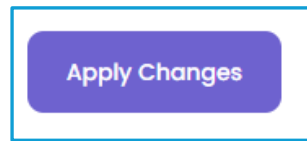
Once the Goal Type and the Schedule have been selected, under **Dashboard**, you can click on the corresponding **days** and **dayparts** of that schedule to view or **edit the goals**.



The goals have 4 color thresholds.

Goal Color:	Definition
Green	Goals that are under the Green threshold will stay green until they have gone above the Green threshold and then will turn Yellow
Yellow	Goals that are under the Yellow threshold will stay Yellow until they have gone above the Yellow threshold and then will turn Orange
Orange	Goals that are under the Orange threshold will stay Orange until they have gone above the Orange threshold and then will turn red
Red	Goals that are above the Orange threshold will stay Red

After making any changes to the goals, ensure you hit the **'Apply Changes'** button in the right corner.



You can also do a bulk update, per schedule, instead of doing every single day for each daypart. If so, **select the days and dayparts** you desire or click on **'Select All'**, and then ensure to click **'Update'** for the changes to take effect.

☒ Sun
 ☒ Mon
 ☒ Tue
 ☒ Wed
 ☒ Thu
 ☒ Fri
 ☒ Sat

Dayparts

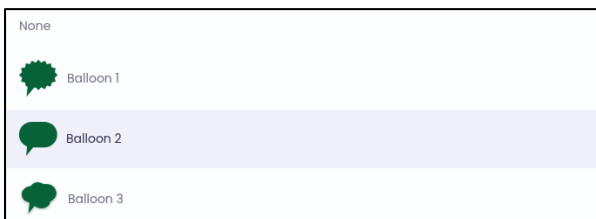
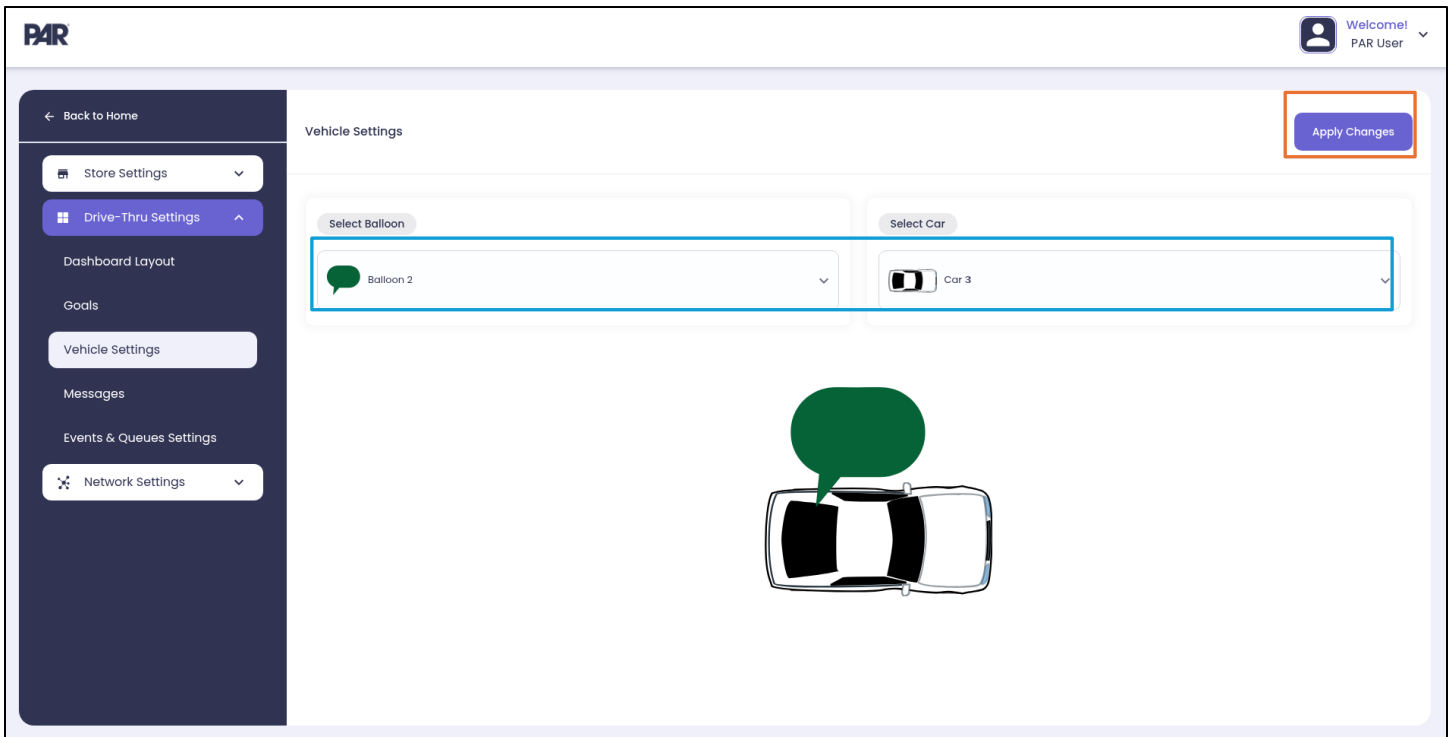
☒ 12:00 AM to 04:00 AM
 ☒ 04:00 AM to 08:00 AM
 ☒ 08:00 AM to 12:00 PM
 ☒ 12:00 PM to 04:00 PM
 ☒ 04:00 PM to 08:00 PM
 ☒ 08:00 PM to 12:00 AM

Goals

Event Name	Options	Metric	Goal A	Goal B	Goal C	Goal D
☒ Total Time	Lane	Current time	03:00	04:00	05:00	Greater thc
☒ Order Time	Order Point	Current time	01:00	02:00	03:00	Greater thc
☒ Serve Time	Serve	Current time	02:00	03:00	04:00	Greater thc

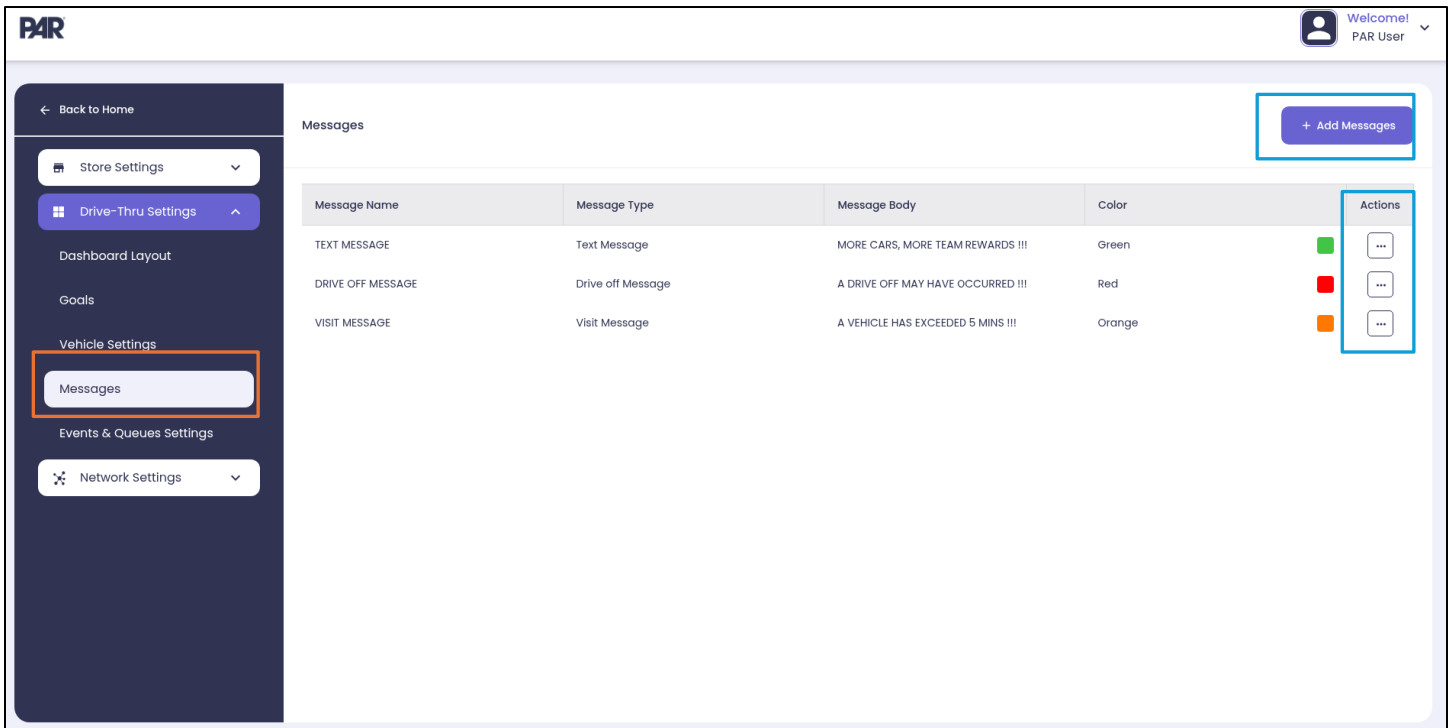
Vehicle Settings

To edit the Vehicle Settings, click on the Vehicle Settings tab. Here you can select to have no balloon time icons next to the vehicle; or select from the **3 balloon icons**. You can also select from the **3 vehicle icons**, as shown below. Be sure the click on **'Apply Changes'** after making any edits.



Messages

To edit the messages that will be displayed on the Timer Dashboard layout, click on **Messages** on the left side. You can [edit, delete and or add messages](#) from this module under **Actions**.



There are 6 types of messages:

Message Type

Select Message Type
^

Text Message
Drive off Message
Visit Message
Event Message
Queue Message
Lane Message

Message Type:	Definition
Text Message	A message that will always display on the Nav Bar message layout
Drive Off Message	A message that will display when a drive off event has occurred.
Visit Message	A message that will display when a vehicle's total lane time have exceeded a timed threshold.
Event Message	A message that will display when a vehicle's time have exceeded a timed threshold for the selected event.
Queue Message	A message that will display when a vehicle's time have exceeded a timed threshold for the selected queue event.
Lane Message	A message that will display when the selected number of cars in lane has been reached

There are 5 message colors to choose from:

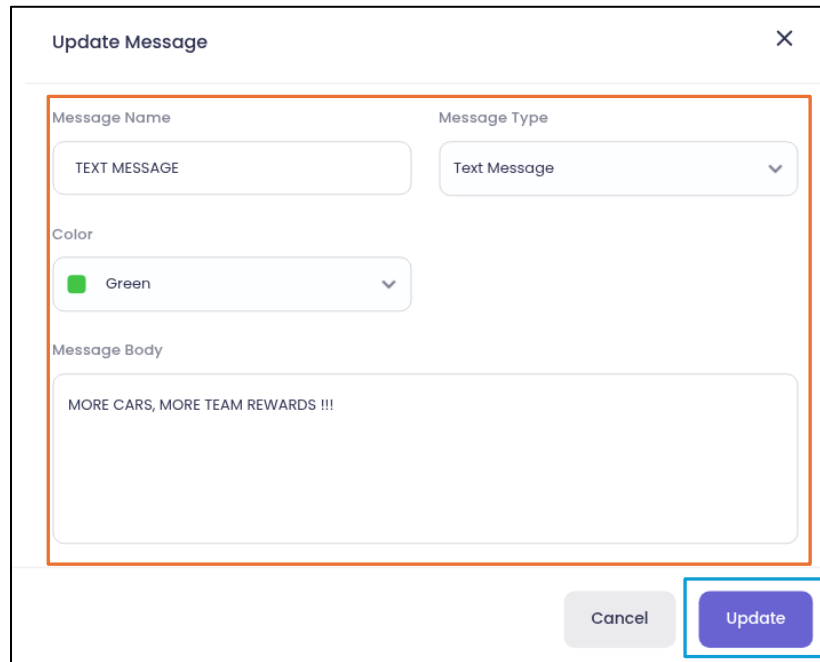
Color

Select Color
^

Select Color

- Default
- Green
- Yellow
- Orange
- Red

When adding or updating a message, you can **name** the message, select the **message type**, the **color** of the message and the **message body**. Type in the message body for a customized message as needed. Be sure to click 'Update' when done.

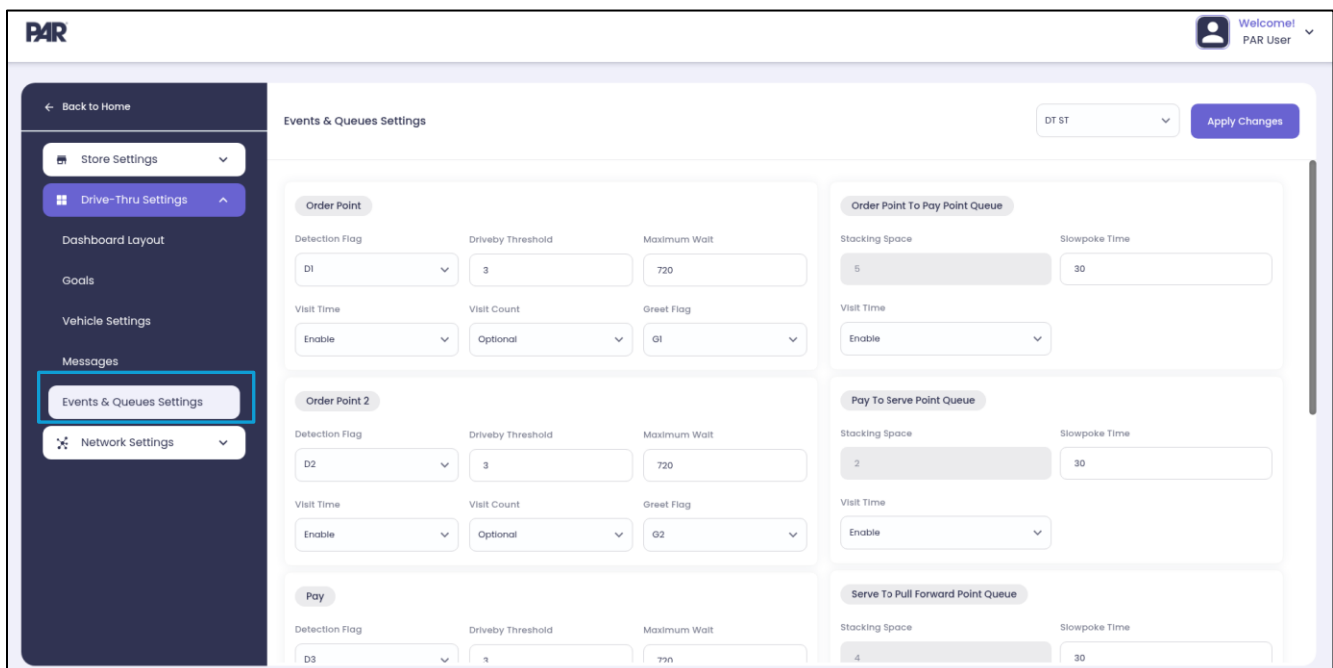


The 'Update Message' dialog box contains the following fields:

- Message Name:** A text input field containing 'TEXT MESSAGE'.
- Message Type:** A dropdown menu showing 'Text Message'.
- Color:** A dropdown menu showing 'Green' with a green color swatch.
- Message Body:** A large text area containing the text 'MORE CARS, MORE TEAM REWARDS !!!'.
- Buttons:** 'Cancel' and 'Update' buttons at the bottom right.

Events & Queues Settings

Click on 'Events & Queues Settings' to select different drive thru configuration templates and settings as described in this section. This section should be left for installers and support but can be adjusted as needed.

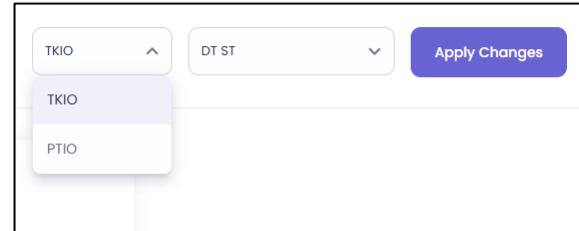


The 'Events & Queues Settings' dashboard includes a sidebar with navigation options: 'Store Settings', 'Drive-Thru Settings', 'Dashboard Layout', 'Goals', 'Vehicle Settings', 'Messages', and 'Network Settings'. The main content area is titled 'Events & Queues Settings' and features a 'DT ST' dropdown and an 'Apply Changes' button. The settings are organized into three columns:

- Order Point 1:**
 - Detection Flag: D1
 - Driveby Threshold: 3
 - Maximum Wait: 720
 - Visit Time: Enable
 - Visit Count: Optional
 - Greet Flag: G1
- Order Point 2:**
 - Detection Flag: D2
 - Driveby Threshold: 3
 - Maximum Wait: 720
 - Visit Time: Enable
 - Visit Count: Optional
 - Greet Flag: G2
- Pay:**
 - Detection Flag: D3
 - Driveby Threshold: 3
 - Maximum Wait: 720
- Order Point To Pay Point Queue:**
 - Stacking Space: 5
 - Slowpoke Time: 30
 - Visit Time: Enable
- Pay To Serve Point Queue:**
 - Stacking Space: 2
 - Slowpoke Time: 30
 - Visit Time: Enable
- Serve To Pull Forward Point Queue:**
 - Stacking Space: 4
 - Slowpoke Time: 30

In the right corner, there is an I/O board selection drop down. This should be left alone and left for installers and PAR Support. The Timer hardware that used the specific type of I/O board is pictured below for reference. If needed select the correct I/O board type and hit '[Apply Changes](#)'.

I/O Type	Hardware Type
TKIO	V2 Timer Hardware
PTIO	V3 Timer Hardware



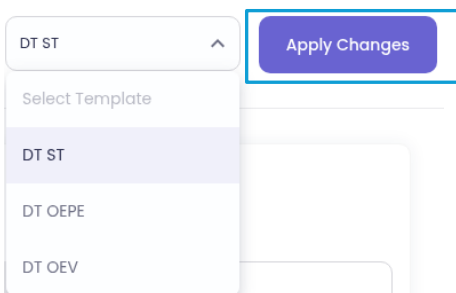
TKIO Timer Picture below:



Timer that uses PTIO below:



Also in the right corner, the default template will be DT ST, the definitions are below. You can select the settings by selecting the template. Be sure to click on '[Apply Changes](#)' when editing.



DT Template:	Definition
DT ST	Drive Thru Standard- Lane starts timing upon vehicle arrival at order point(s)
DT OEPE	Drive Thru Order End Present End- Lane starts timing upon vehicle departure at the order point(s)
DT OEV	Drive Thru Order Event makes Visit - Vehicle visits will only be counted in which there is an order, pay, and serve event. If a car directly goes to pay or serve window, the visit is discarded.

To [edit the event](#), scroll to the event you would like to edit. We will use the Order Point as an example below and always make sure to click on '[Apply Changes](#)' when done:

Order Point

Detection Flag	Driveby Threshold	Maximum Wait
D1	3	900
Visit Time	Visit Count	Greet Flag
Enable	Optional	G1

Apply Changes

I/O Event Settings

Event Settings:	Definition:
TKIO Type Board: Detection Flag (D1 through D6)	This is related to the DET1-DET6 of the I/O board of the timer. For example, if order point 1 is set to D1, then the order point detector output needs to be wired to DET1 of the I/O board to trigger the Order point.
PTIO Type Board Detection Flag (GPIO 1 through GPIO 13)	This is related to the GPIO1-GPIO16 of the I/O board of the timer. For example, if order point 1 is set to GPIO1, then the order point detector output needs to be wired to GPIO1 of the I/O board to trigger the Order point.
Driveby Threshold (time in seconds)	This is the time in seconds for the vehicle to stay at the event point for it to be counted at that event point, if not met, the vehicle will be discarded. The default is 3 seconds.
Maximum Wait	This is the maximum time allowed in seconds that a vehicle can stay at that event point before it gets removed and gets counted as a drive off. The default is 900 seconds which is equivalent to 15 minutes.
Visit Time (Enable, Disable)	This will enable the selected event point to be included in the visit total time or not. Enabling will include it, disabling will not include it.
Visit Count (Optional, Bound)	This will enable the selected event to be required to be counted as a visit. Bound means the event is required and Optional means it does the event is not required.
TKIO Type Board Greet Flag (G1, G2, Disable)	This will enable the greet events and configurable for G1 (Lane 1) and G2 (Lane 2). For example, if order point 1, the Greet Flag is set to G1, then the active low output for when the talk button is pushed from the communications system, needs to be wired to TALK 1 of the I/O board to trigger a Greet Cancel event for order point 1.
PTIO Type Board Greet Flag (G14, G15, Disable)	This will enable the greet events and configurable for GPIO14 (Lane 1) and GPIO15 (Lane 2). For example, if order point 1, the Greet Flag is set to GPIO1, then the active low output for when the talk button is pushed from the communications system, needs to be wired to GPIO1 of the I/O board to trigger a Greet Cancel event for order point 1.

To [edit the Queue settings](#), on the right side, scroll or select the Queue that you would like to edit. We will use Order Point to Pay Point Queue as an example below and always make sure to click on 'Apply Changes' when done:

Order Point To Pay Point Queue

Stacking Space	Slowpoke Time
5	30
Visit Time	
Enable	

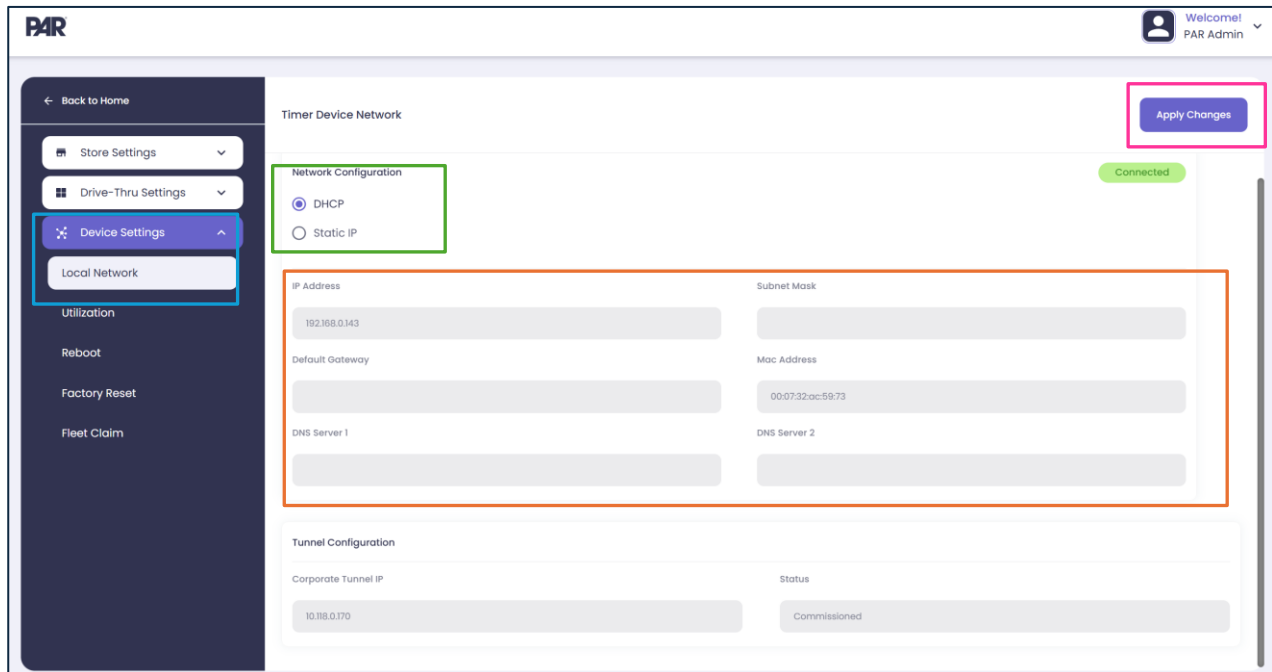
Apply Changes

Queue Settings:	Definition:
Stacking Space	This is defined in previous 'Store & Lane Layout, section 'Stacking Spaces' page 9, in the event you need to edit this again. The Stacking Space is the number of cars that fit in lane from the subject event point to the next one, not including the cars at those detection points, and using ~20 feet per car.
Slowpoke Time (time in seconds)	This is the time in seconds that the vehicle has to reach the next empty event detection point when it has left its current event detection point before it is discarded. The default is 30 seconds.
Visit Time (Enable, Disable)	This will enable the queue event between the selected event to be including in the visit total lane time. Enabling will include it, disabling will not include it.

Device Settings

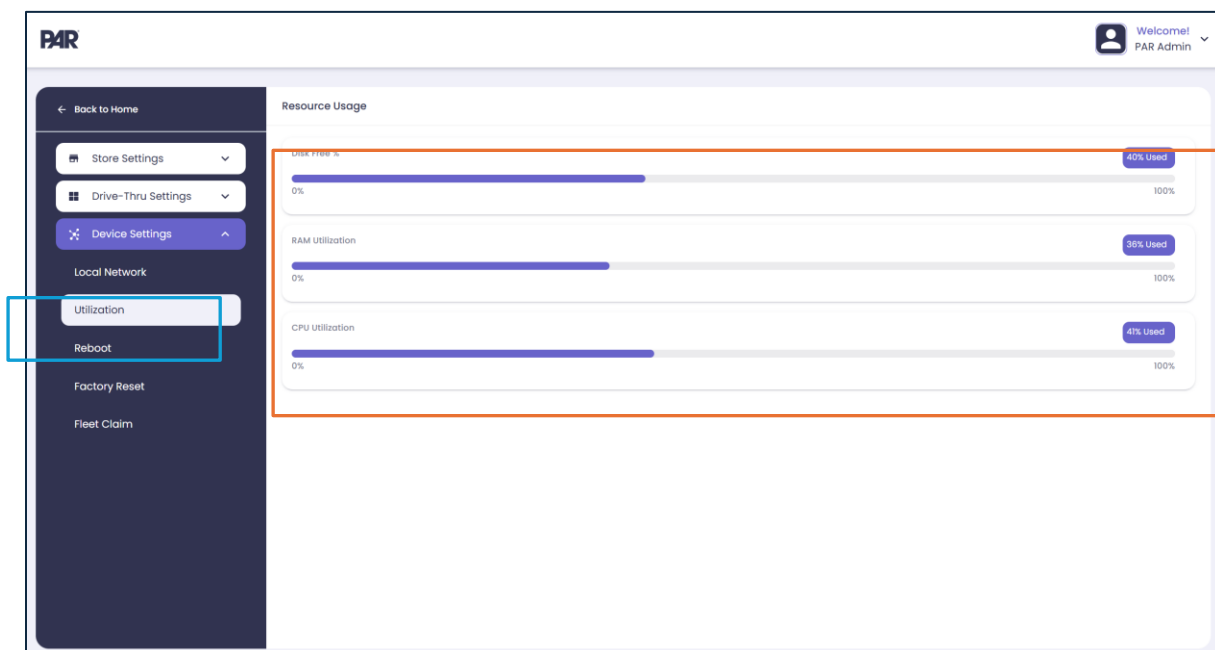
Local Network

To configure the network settings of the PAR Timer, click on 'Device Settings' then 'Local Network'. Then select '**DHCP**' or '**Static**' (default is DHCP). If **Static is selected proceed to fill in the necessary fields**, per the site's requirement. This is normally provided by their IT Department. Proceed to click on '**Apply Changes**' when finished making any changes.



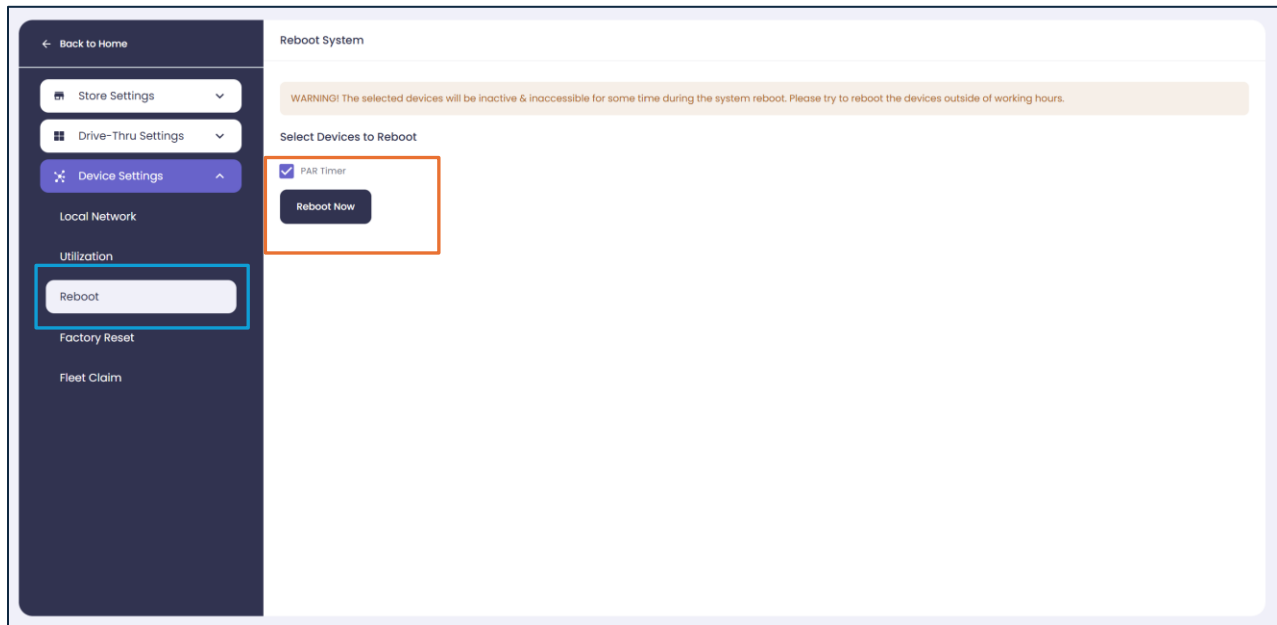
Utilization

The **Utilization** tab lets you view the PAR Timer's Resource Usage regarding its **Disk, RAM, and CPU**. This tab is meant for the support team to monitor and for the user/installer as needed.

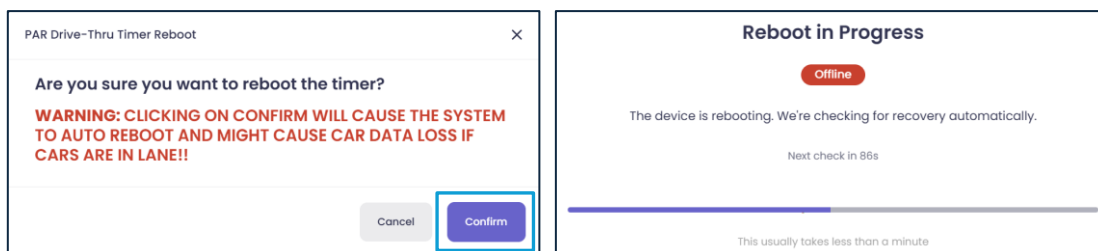


Reboot

The **Reboot** tab lets you reboot the timer; shall you experience any issues due to site network issues or intermittent power issues from the site's power lines. Please ensure the **box is selected and click on 'Reboot Now'**.

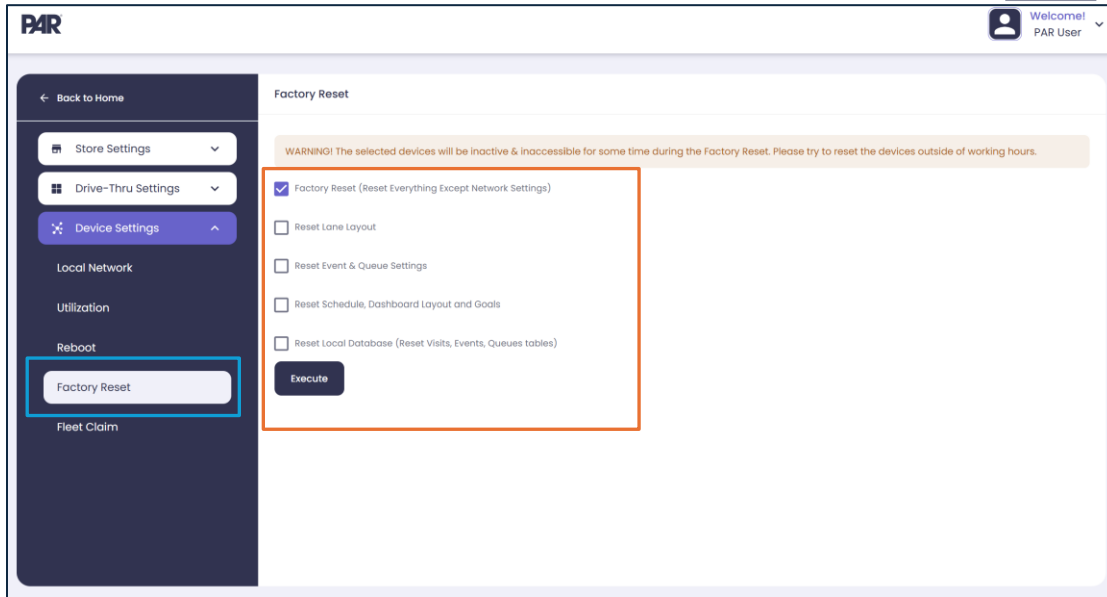


It will then ask you to confirm if you want to proceed with the reboot. Click **"Confirm"** as desired, and a progress window will appear. The timer will proceed to reboot and come back up in approximately 1 to 2.5 minutes.



Factory Reset

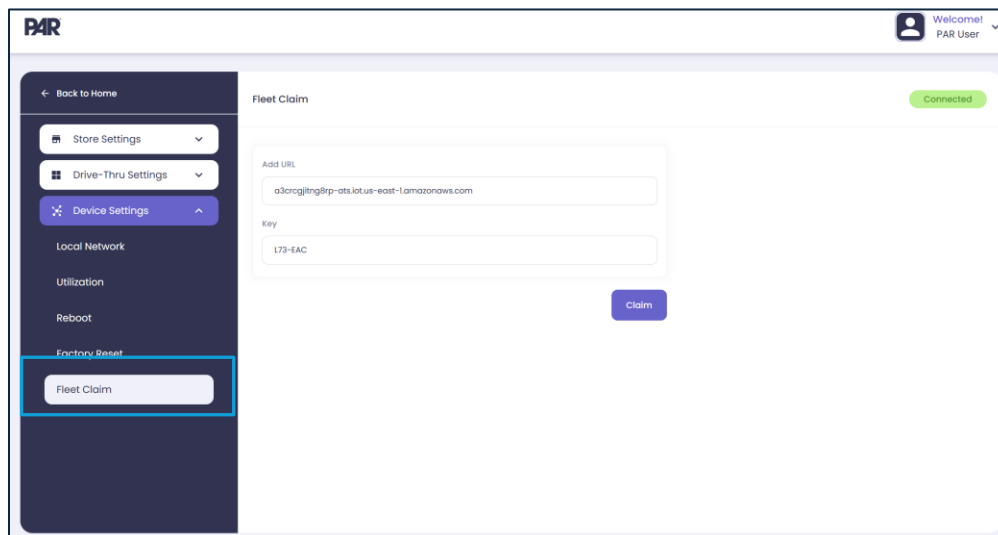
The Factory Reset tab lets you reset different or all settings of the timer. This should be left for the installation team or support team but can be executed by the user if needed. **Select the appropriate settings** and click on **Execute**.



Factory Reset Types:	Definition
Factory Reset (Reset Everything Except Network Settings)	This will reset every setting on the timer except for the network settings.
Reset Lane Layout	This will reset the Lane Layout of the timer to the default order, serve layout.
Reset Event & Queue Settings	This will reset the Event and Queue Settings to default, such as the Driveby Threshold, the Maximum Wait and Slowpoke time.
Reset Schedule, Dashboard Layout and Goals	This will reset the Schedules, Dashboard Card Layout and the Goals the factory default settings.
Reset Local Database (Reset Visits, Events, Queues tables)	This will reset the timer's local database for the car visits, events and queues. This should only be done by the support team but can be done by the user as needed.

Fleet Claim

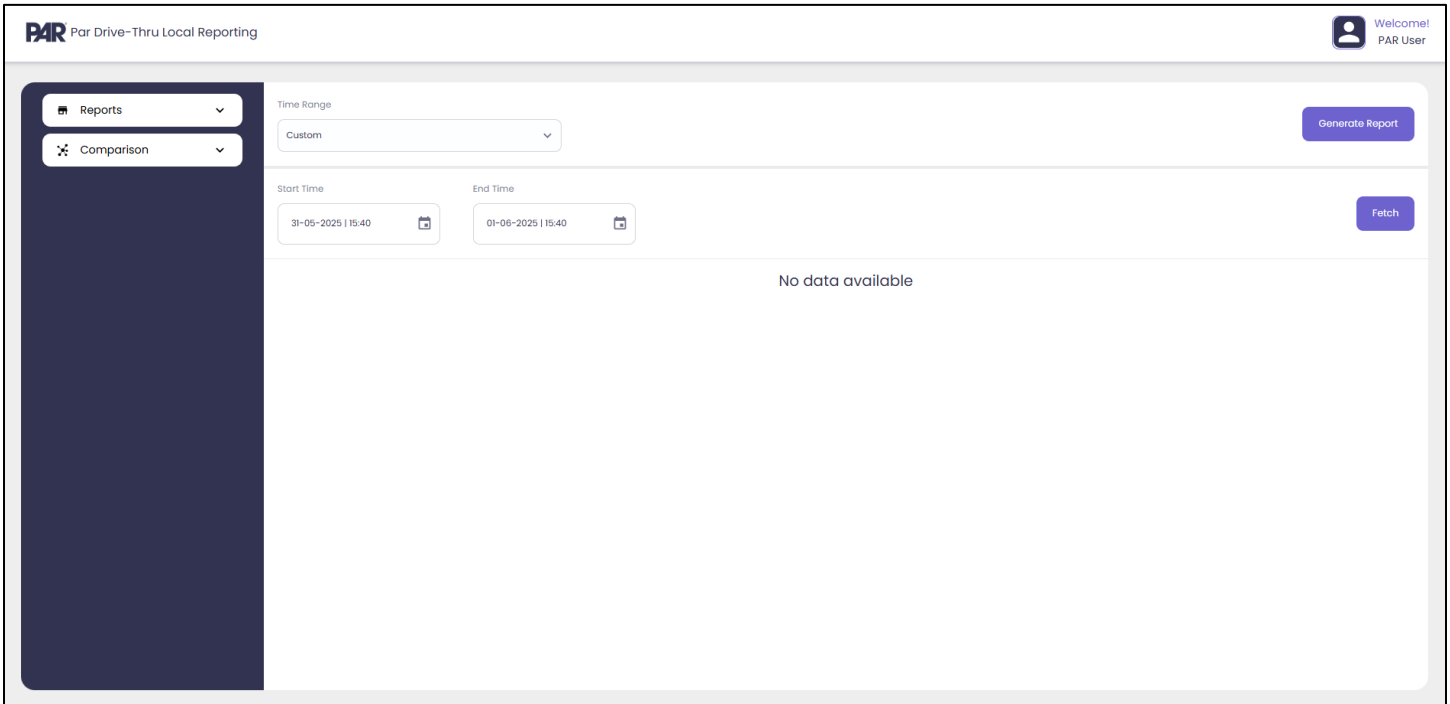
The **Fleet Claim** tab should only be used for installers and support teams. This enables the timer to communicate to the cloud for reporting and data/leaderboard. This can be inputted by the user as needed but in very rare scenarios shall you lose service to the cloud unless your services are halted. The URL and Key can be obtained by contacting PAR Support at **1-800-328-0033**, or by emailing drivethrusupport@partech.com.



Local Reporting

To access the local reporting of the PAR Timer, you need to know the IP address of your timer. This could be obtained by your IT department or by clicking apply on the Local Network tab of the timer settings page.

Open up a browser on a remote computer on the same network as the PAR Timer. Type in the timer's IP address with the port:5173 the address bar as shown: example: <https://192.168.1.246:5173>



PAR Drive-Thru Local Reporting

Welcome! PAR User

Reports

Comparison

Time Range

Custom

Generate Report

Start Time

31-05-2025 | 15:40

End Time

01-06-2025 | 15:40

Fetch

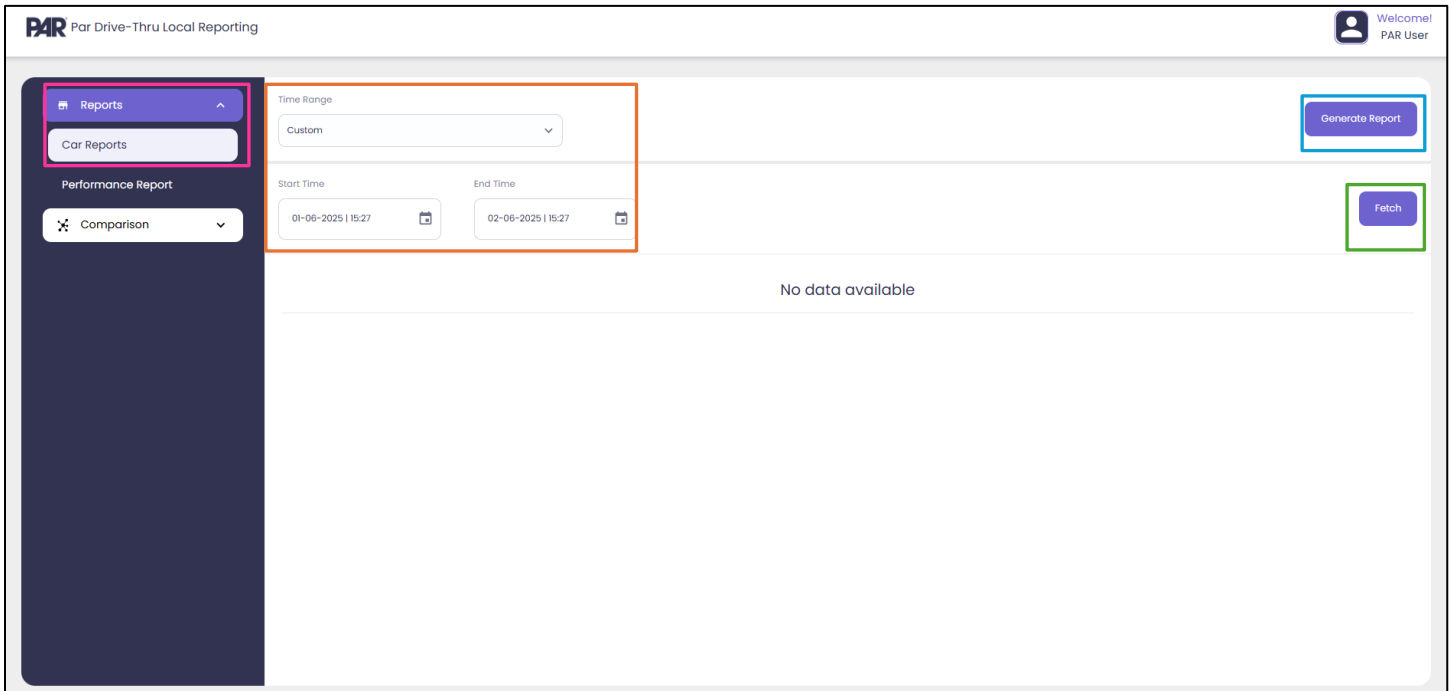
No data available

Reports

Reports let you view and run a report for selected time periods for individual cars and for the top 5 cars.

Car Reports

For individual car reporting, click on **Reports**, then **Car Reports**. For a custom report, you must select the **Time Range**, **the Start**, and **End Time**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.



PAR Par Drive-Thru Local Reporting

Welcome! PAR User

Reports

Car Reports

Performance Report

Comparison

Time Range

Custom

Start Time

01-06-2025 | 15:27

End Time

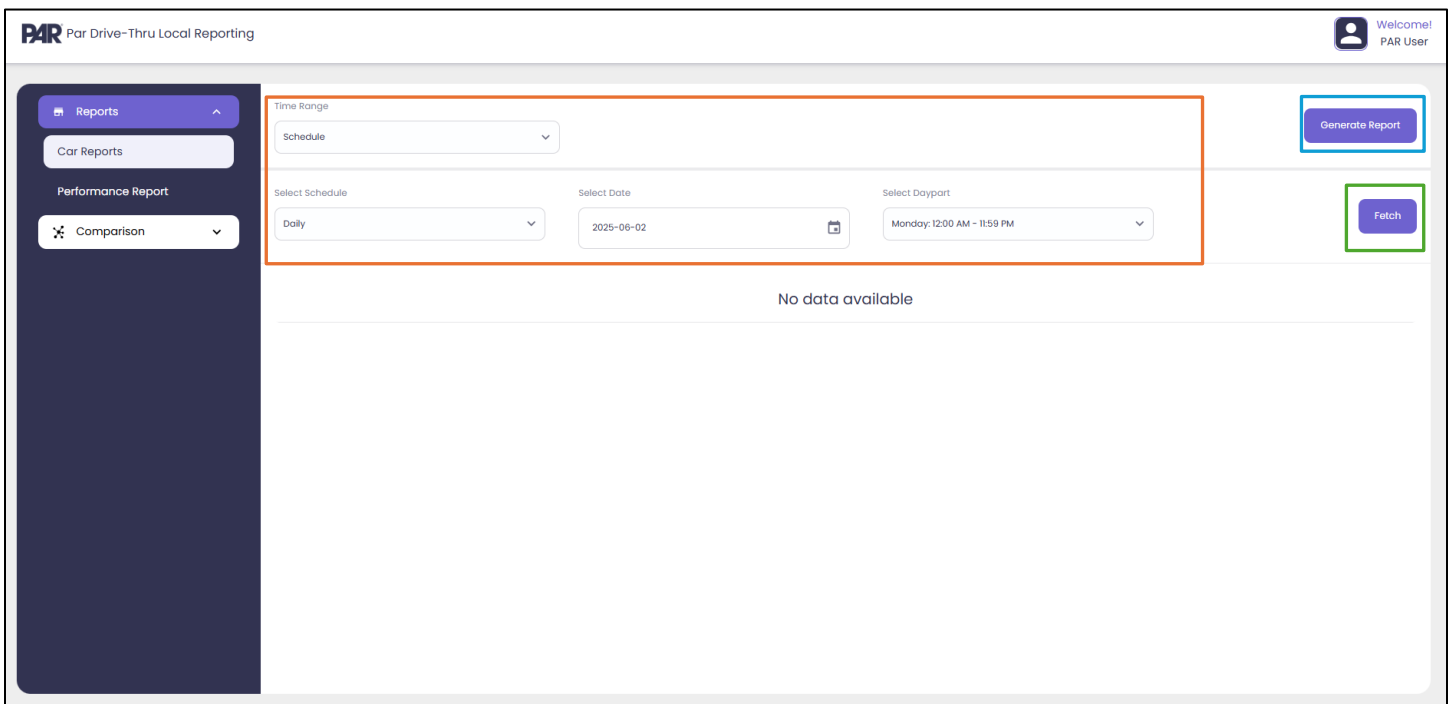
02-06-2025 | 15:27

Generate Report

Fetch

No data available

For individual car reporting with a schedule report, you must select the **time range ,schedule, date and daypart**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.



PAR Par Drive-Thru Local Reporting

Welcome! PAR User

Reports

Car Reports

Performance Report

Comparison

Time Range

Schedule

Select Schedule

Daily

Select Date

2025-06-02

Select Daypart

Monday: 12:00 AM - 11:59 PM

Generate Report

Fetch

No data available

Drive-Thru

PAR Par Drive-Thru Local Reporting

Welcome!
PAR User

Generate Report

PAR Par Drive-Thru Local Reporting

For performance reporting with a schedule report, you must select the **time range ,schedule, date and daypart**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.

The screenshot shows the 'Time Range' section of the PAR Drive-Thru Local Reporting interface. It includes a sidebar with 'Reports', 'Car Reports', 'Performance Report', and 'Comparison' options. The main area has filters for 'Schedule' (dropdown), 'Select Date' (calendar icon), and 'Select Daypart' (dropdown). The 'Day Part(s)' dropdown is set to 'Day Part(s)'. The date is '2025-06-02' and the daypart is 'Monday: 12:00 PM - 04:00 PM'. The 'Generate Report' button is highlighted with a blue box, and the 'Fetch' button is highlighted with a green box. The text 'No data available' is displayed below the filters.

Below is an example of a Performance Report. The report will have events and queues based on the layout selection the timer. Example, if you have no pay window, there will be no pay column or data. Each box tile will show **the top 5 cars record #, begin time, and duration** for the **specific event**, with the **average time and total cars** on the top of the box tile. The **goal percentage achieved** for the selected schedule and daypart will also be shown with percentage and number of cars met for each goal.

Reports

Cars Report

Performance Report

Comparison

Time Range

Schedule

Generate Report

Select Schedule

Day Part(s)

Select Date

2025-06-20

Select Daypart

Friday: 04:00 PM - 08:00 PM

Fetch

Order Point

Pay

Serve

Greet 1

Greet 2

Average Time01:07

Total Cars8

Average Time00:00

Total Cars7

Average Time00:41

Total Cars7

Average Time01:07

Total Cars4

Average Time01:07

Total Cars4

Top 5 Cars

Top 5 Cars

Top 5 Cars

Top 5 Cars

Top 5 Cars

Rank

Time

Sec

Rank

Time

Sec

Rank

Time

Sec

Rank

Time

Sec

Rank

Time

Sec

1

2025-06-20 17:22:13

00:06

23

2025-06-20 17:23:14

00:03

20

2025-06-20 17:23:11

00:04

2

2025-06-20 17:22:13

00:06

10

2025-06-20 17:22:50

00:10

9

2025-06-20 17:22:50

00:10

27

2025-06-20 17:23:37

00:06

28

2025-06-20 17:23:37

00:04

18

2025-06-20 17:23:11

00:17

22

2025-06-20 17:23:14

00:12

21

2025-06-20 17:23:14

00:12

3

2025-06-20 17:22:13

00:09

24

2025-06-20 17:23:14

00:07

14

2025-06-20 17:22:49

00:19

6

2025-06-20 17:22:23

00:16

5

2025-06-20 17:22:23

00:16

15

2025-06-20 17:22:49

00:10

12

2025-06-20 17:22:50

00:12

30

2025-06-20 17:23:41

03:47

25

2025-06-20 17:23:37

03:50

17

2025-06-20 17:23:11

00:17

7

2025-06-20 17:22:23

00:10

4

2025-06-20 17:22:13

00:16

Queue: Q1

Queue: Q2

Total

Average Time00:14

Total Cars8

Average Time00:01

Total Cars7

Average Time00:04

Total Cars8

Top 5 Cars

Top 5 Cars

Top 5 Cars

Rank

Time

Sec

Rank

Time

Sec

Rank

Time

Sec

5

2025-06-20 17:22:50

00:03

8

2025-06-20 17:22:49

00:01

1

2025-06-20 17:22:13

00:40

3

2025-06-20 17:22:23

00:04

6

2025-06-20 17:22:50

00:01

3

2025-06-20 17:22:50

00:40

9

2025-06-20 17:23:11

00:06

10

2025-06-20 17:23:11

00:01

2

2025-06-20 17:22:23

00:52

1

2025-06-20 17:22:13

00:06

4

2025-06-20 17:22:23

00:01

5

2025-06-20 17:23:11

04:14

Goal Achieved Percentage

Goal A

#

3

Goal B

%

0.00 %

Goal C

#

5

Goal D

%

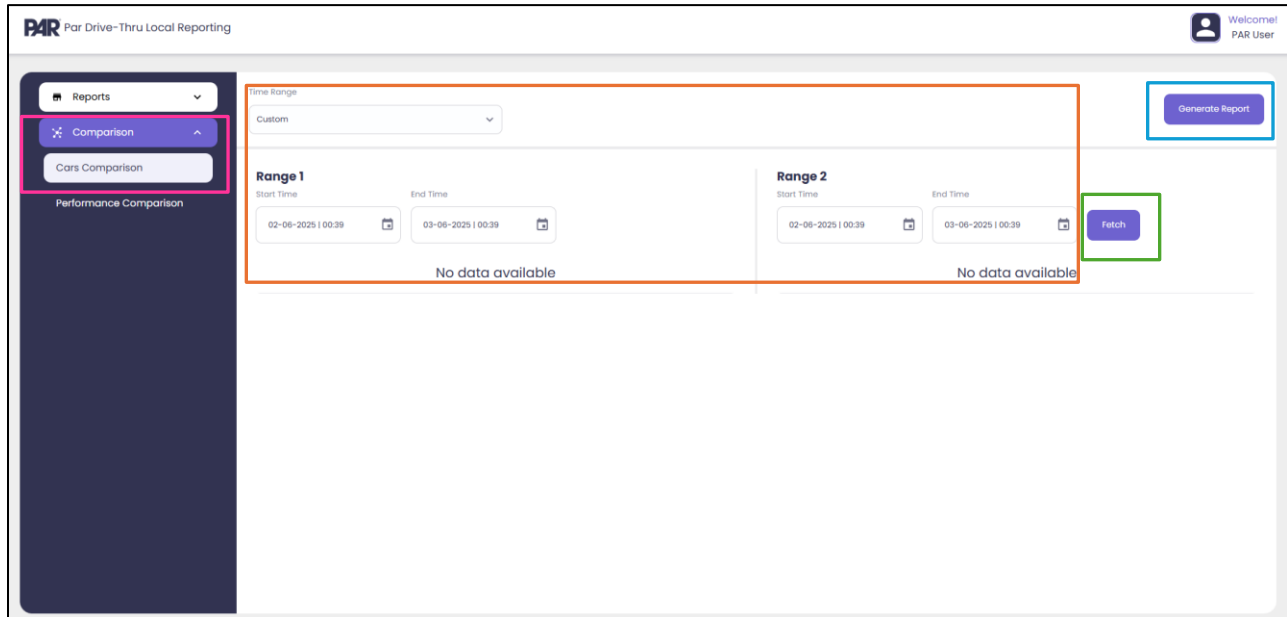
0.00 %

Comparison Reports

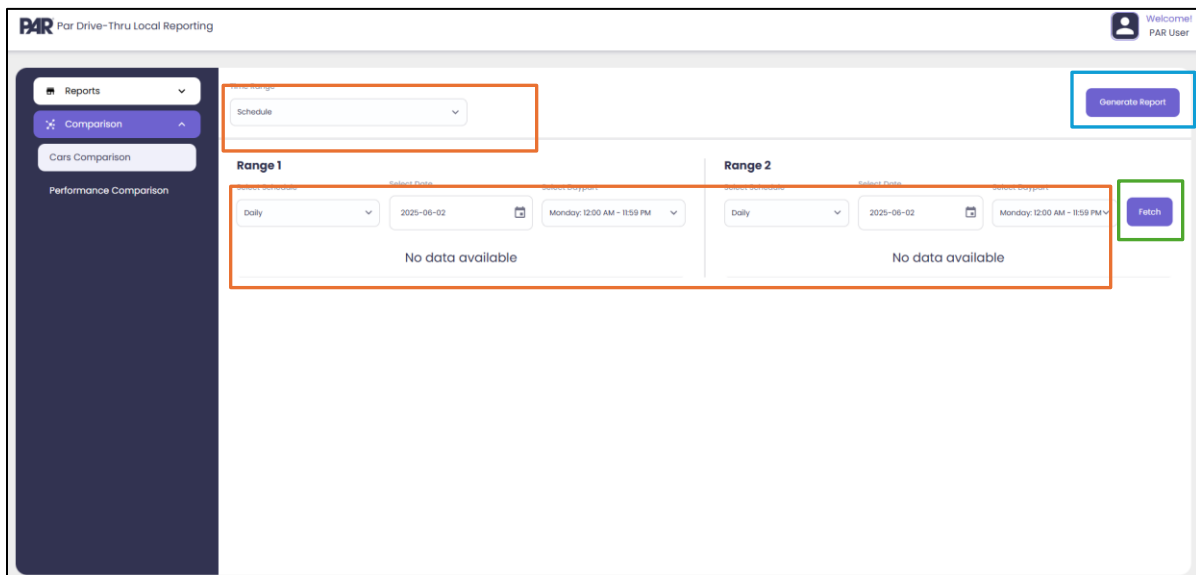
Comparison Reports let you compare car data from a selected range, such as schedule, date and daypart to another range for individual cars and for the top 5 cars.

Car Comparison

For Car Comparison reporting, click on **Comparison**, then **Cars Comparison**. For a custom report, you must select the **Time Range**, the **Start**, and **End Time for Range 1 and Range 2**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.



For Cars Comparison reporting with a schedule report, you must select the **time range ,schedule, date and daypart**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.

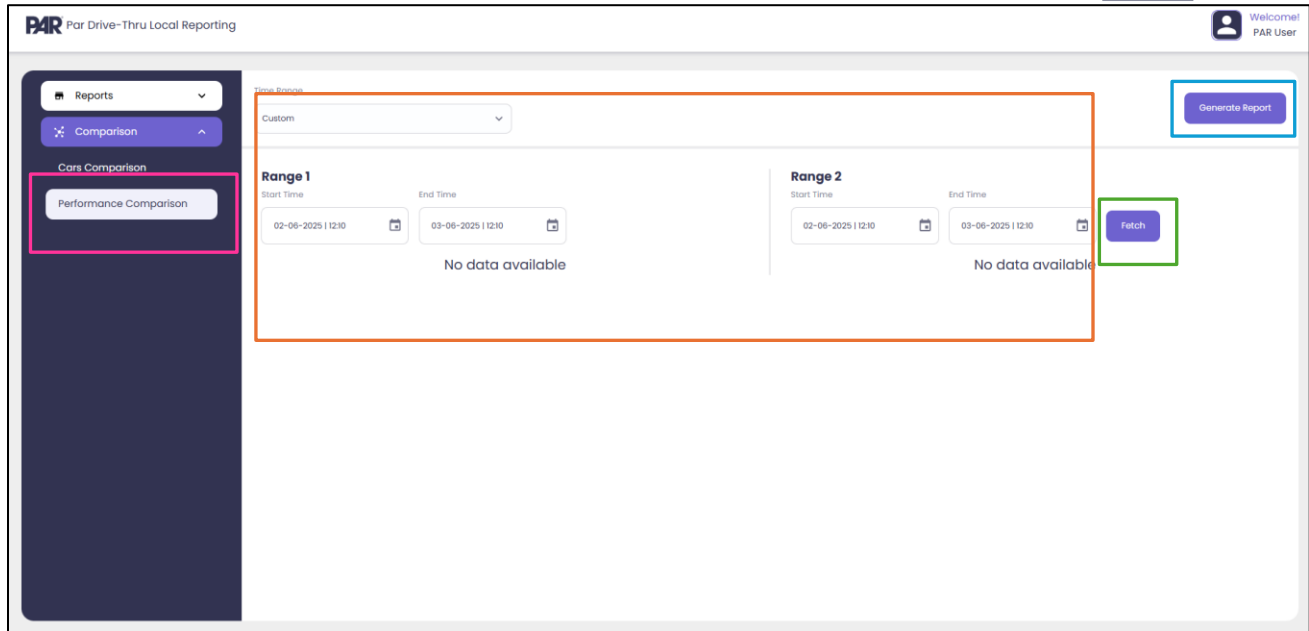


Below is an example of a Cars Comparison Report. The report will have events and queues based on the layout selection the timer. Example if you have no pay window, there will be no pay column or data. **Each row is for each car with their begin time , their total timer in minutes/seconds, the lane number, whether it is a drive off, events, and queues.** It will let you glance at or download the report to compare the cars against **two schedules, dates, and dayparts as needed.**

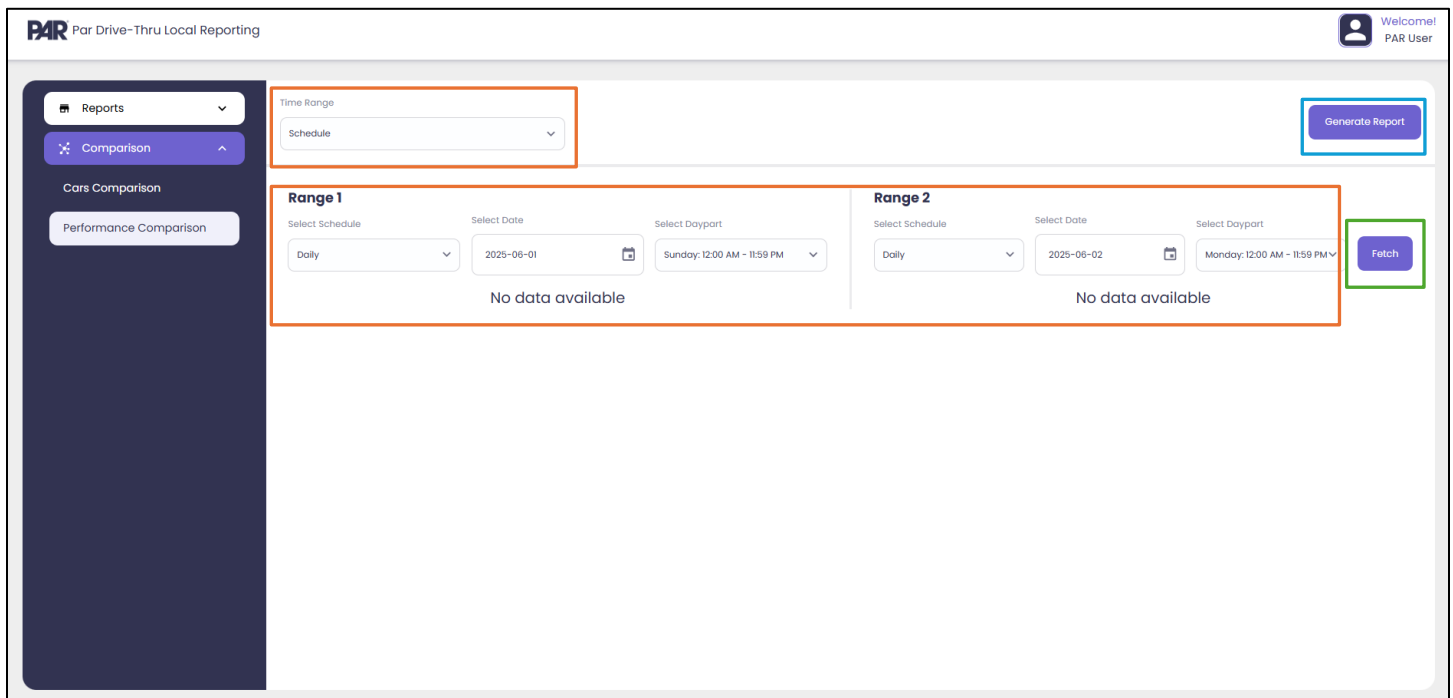
[illegible]

Performance Comparison

For performance comparison reporting, click on **Comparison, then Performance Comparison**. For a custom report, you must select the **Time Range, the Start, and End Time**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.



For Performance Comparison reporting with a schedule report, you must select the **time range ,schedule, date and daypart**. Then click on **Fetch**. If you wish to download the report to a CSV or PDF file to your local computer, click on **Generate Report**.



Below is an example of a Performance Report. The report will have events and queues based on the layout selection the timer. Example, if you have no pay window, there will be no pay column or data. Each box tile will show **the top 5 cars record #, begin time, and duration** for the **specific event**, with the **average time and total cars** on the top of the box tile. The **goal percentage achieved** for the selected schedule and daypart will also be shown with percentage and number of cars met for each goal.

Reports

Comparison

Cars Comparison

Performance Comparison

Time Range

Schedule

Generate Report

Range 1

Select Schedule

Day Part(s)

Select Date

2025-06-20

Select Daypart

Friday: 04:00 PM - 08:00 PM

26	2025-06-20 17:23:37	03:50	1	2025-06-20 17:22:13	00:06
			13	2025-06-20 17:23:37	00:13

Queue: Q2			Total		
Average Time	00:01		Average Time	03:04	
Total Cars	7		Total Cars	8	

Top 5 Cars			Top 5 Cars		
Car#	Time	Sec	Car#	Time	Sec
8	2025-06-20 17:22:49	00:01	1	2025-06-20 17:22:13	00:40
6	2025-06-20 17:22:50	00:01	3	2025-06-20 17:22:50	00:40
10	2025-06-20 17:23:11	00:01	2	2025-06-20 17:22:23	00:52
4	2025-06-20 17:22:23	00:01	5	2025-06-20 17:23:11	04:14
2	2025-06-20 17:22:13	00:02	7	2025-06-20 17:23:37	04:17

Goal Achieved Percentage		
Goal A	%	37.50 %
	#	3
Goal B	%	0.00 %
	#	0
Goal C	%	62.50 %
	#	5
Goal D	%	0.00 %
	#	0

Range 2

Select Schedule

Day Part(s)

Select Date

2025-06-20

Select Daypart

Friday: 04:00 PM - 08:00 PM

Fetch

26	2025-06-20 17:23:37	03:50	1	2025-06-20 17:22:13	00:06
			13	2025-06-20 17:23:37	00:13

Queue: Q2			Total		
Average Time	00:01		Average Time	03:04	
Total Cars	7		Total Cars	8	

Top 5 Cars			Top 5 Cars		
Car#	Time	Sec	Car#	Time	Sec
8	2025-06-20 17:22:49	00:01	1	2025-06-20 17:22:13	00:40
6	2025-06-20 17:22:50	00:01	3	2025-06-20 17:22:50	00:40
10	2025-06-20 17:23:11	00:01	2	2025-06-20 17:22:23	00:52
4	2025-06-20 17:22:23	00:01	5	2025-06-20 17:23:11	04:14
2	2025-06-20 17:22:13	00:02	7	2025-06-20 17:23:37	04:17

Goal Achieved Percentage		
Goal A	%	37.50 %
	#	3
Goal B	%	0.00 %
	#	0
Goal C	%	62.50 %
	#	5
Goal D	%	0.00 %
	#	0

Common Troubleshooting

Symptom	Potential Resolution
No power/intermittent power	- Check power supply to see if it's disconnected. - Try a different known working outlet.
Screen froze	Reboot timer
Monitor screen is black.	- Reboot timer - Check power supply to monitor
Not getting daily reports	- Check network to timer, make sure it's connected - Make sure internet is not blocked - Make sure email addresses have not changed and is correct
Cars not showing up/or intermittent on a specific detection point	- Reset loop detector - Check wiring to detector - Have a professional come out to check the loop
Can't access online reporting	Make sure credentials are correct and internet is stable
Local reports are not showing the correct data	- Make sure your date, time, schedules, and dayparts are correct selected when fetching the report - Make sure IP address entered in is correct on webpage and port # 5173 is used.
Ghost cars	- Reset loop detector - Check wiring to detector - Have a professional come out to check the loop - Reboot timer
Cars are displayed at the incorrect position on the monitor dashboard	Check the timer setting and ensure they are mapped correctly to correct I/O connections on the PTIO board
Leaderboard not working	Ensure you have an active subscription for Leaderboard as this is a requirement for enablement.

