



PAR DT PORTAL

USER GUIDE

PAR Drive-Thru Cloud Management Portal

portal.drivethru.partech.com

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Contents

1. Product Overview	3
Who Should Use This Guide	4
What You Can Do in the Portal	4
2. Getting Started	5
Prerequisites	5
Logging In	5
Portal Layout & Navigation	5
3. Profile and Settings	6
4. Users	8
5. Organizations	10
6. Groups	12
7. Devices	14
Store & Lane Layout	18
• Layout & Touchpoints	18
• Stacking Spaces (Queue Lengths)	20
• Lanes & Merge Points	20
• Parking Area	21
• Review Store Layout & Lanes	21
Store Configuration	22
• Store Settings	22
○ Site Information	22
○ Stores Schedules	23
○ Store Logo	26
○ General Settings	26
○ Config Templates	26
• Drive Thru Settings	28
○ Dashboard Layout	28
○ Leaderboard Configuration	36
○ Goals	38
○ Vehicle Settings	40
○ Messages	41
○ Events and Queues Settings	42
• Device Settings	44
○ Local Network	44
○ Utilization	45
○ Reboot	46
○ Factory Reset	46
○ Firmware Update	47
8. Reports	48
Creating & Configuring a Report	48
Edit, Delete, and Running a Report	53
Report Views	54
9. Common Troubleshooting	58

Product 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



WARNING

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



CAUTION

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

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



WARNING

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.

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 at the end of their useful life. For appropriate disposal and recycling instructions, contact your local PAR representative.

Union CE Information

1. PAR DT Portal Overview

The PAR DT Portal (Drive-Thru Cloud) is a web-based management console for the PAR Drive-Thru Timer system. From a single browser session, authorized administrators can manage users and organizations, configure store layouts and timer devices remotely, and build, schedule, and export Drive-Thru performance reports across one location or an entire enterprise.

This guide walks through each area of the portal in the order you will typically use it: signing in, understanding the navigation, managing users and organizations, configuring devices, and working with reports. It closes with a short troubleshooting reference.

Who Should Use This Guide

This guide is intended for PAR Drive-Thru administrators, including corporate and franchise administrators, site administrators, and PAR support and dealer personnel who set up and maintain Drive-Thru timer systems on behalf of their stores.

What You Can Do in the Portal

- Manage user accounts and administrator roles across your organization.
- Create and organize corporations, franchises, and sites.
- Group sites together for shared configuration and reporting.
- View and configure Drive-Thru timer devices, including store & lane layout and store/device settings.
- Build custom and scheduled reports and export or email the results.

IMPORTANT NOTE

The features and menus available to you depend on your assigned role. If a screen or option described in this guide does not appear, your account may not have permission for that function. Contact your administrator or PAR support for access.

2. Getting Started

Prerequisites

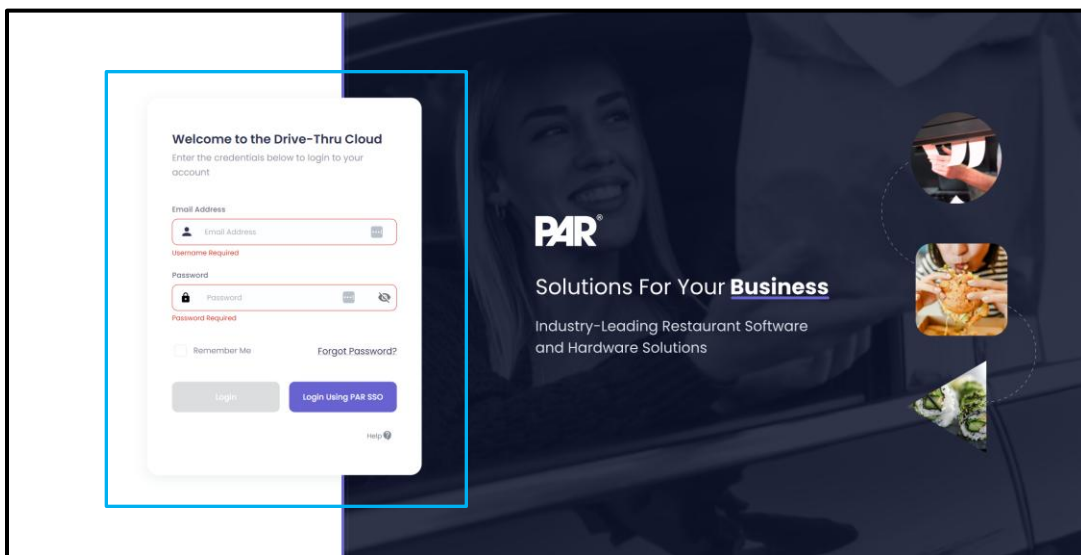
Before signing in to the portal, make sure you have the following:

- A supported, up-to-date web browser (Google Chrome is recommended).
- An active internet connection that can communicate to the portal.
- A PAR Drive-Thru Portal account with the appropriate role, provided by your administrator or PAR support.
- The portal web address: <https://portal.drivethru.partech.com/>

Logging In

The portal uses PAR's secure sign-on. To sign in:

1. Open your web browser and go to the portal address: <https://portal.drivethru.partech.com/>
2. On the Welcome screen, enter your email address and select Continue.
3. Enter your password when prompted and click Login.
4. After authentication, you are taken to the portal home screen.



The PAR Drive-Thru Portal Welcome (sign-in) screen.

Portal Layout & Navigation

Once signed in, the portal is organized into three consistent areas that appear on every screen:

Left navigation menu — the dark sidebar on the left provides the main sections of the portal: Users, Organizations, Groups, Devices, and Reports. The PAR Drive-Thru logo and application version appear at the top, and the Logout link appears at the bottom.

Top bar — the header shows a language selector and, on the right, a Welcome greeting with your organization name, role, and an account menu.

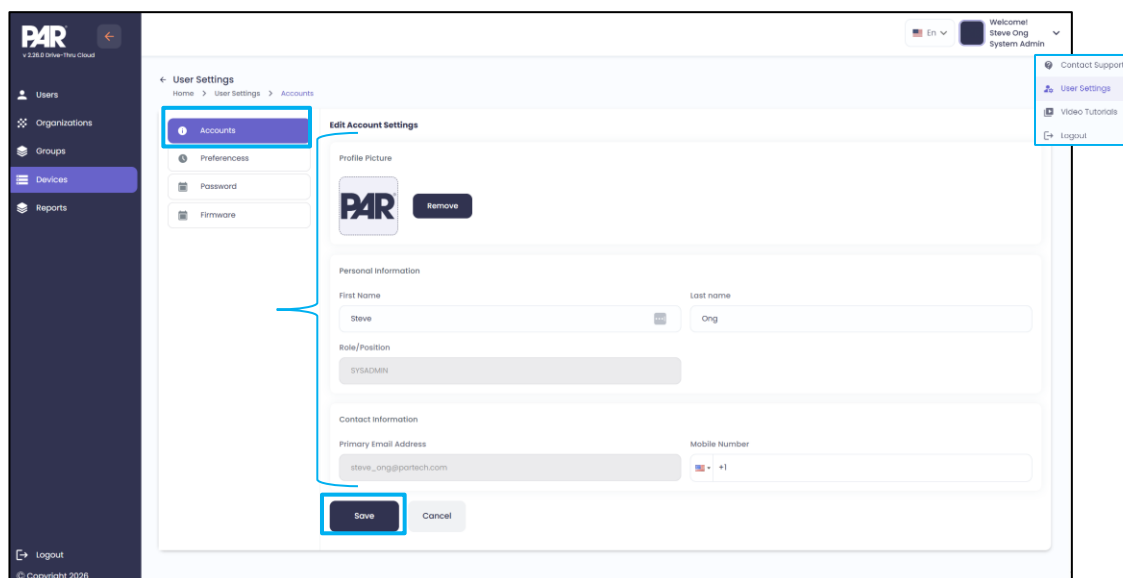
Work area — the large central area displays the selected section, a breadcrumb trail, filters or tabs, a search box, an action button, and a data table/editor.

Select any item in the left navigation to open that section. The following chapters describe each section in turn.

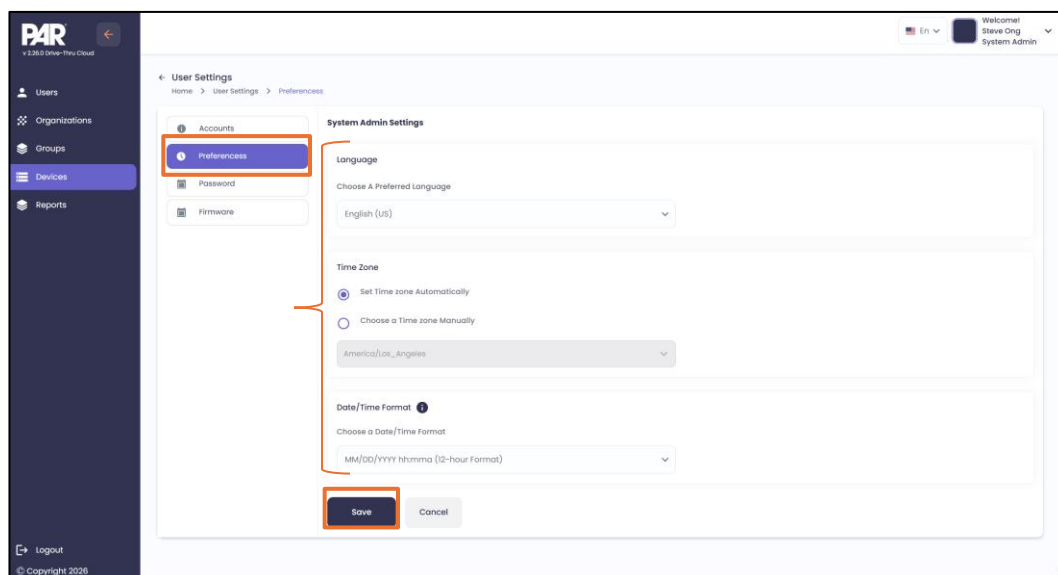
3. Profile and Settings

Profile and Settings

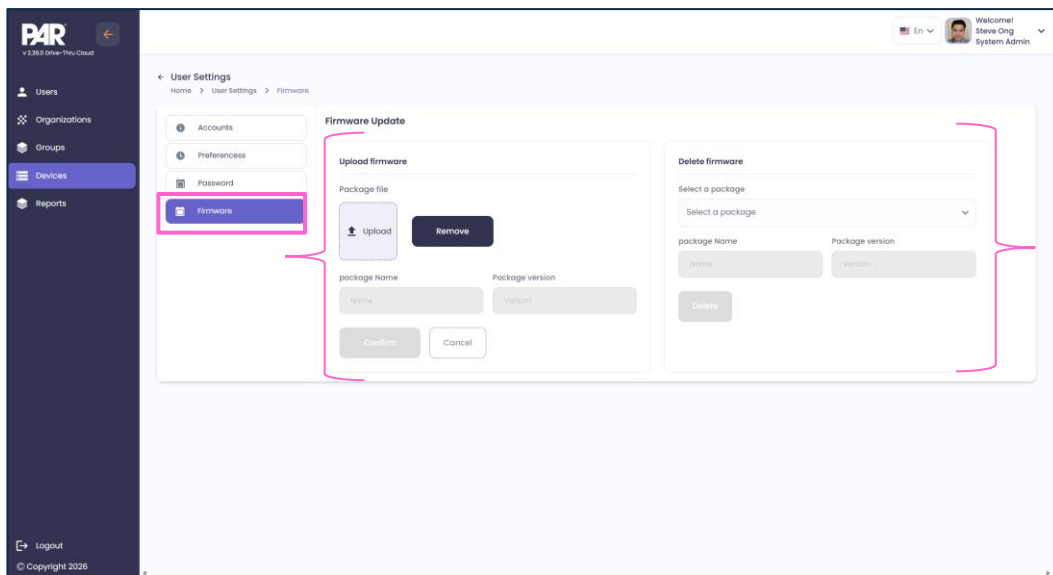
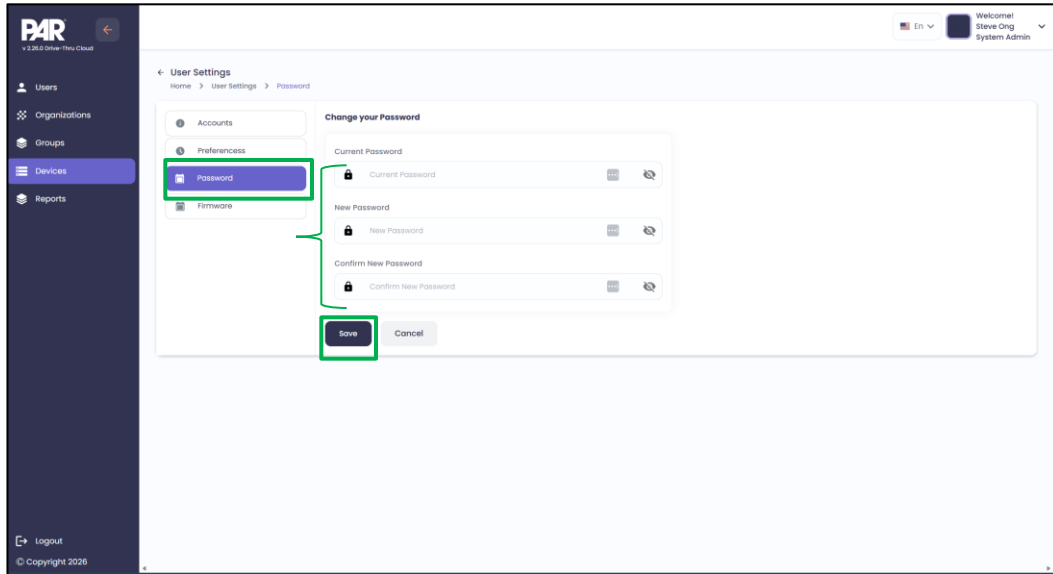
1. On the top upper left corner page click on the drop down to display and choose the following:
 - a. Contact Support- phone number 800-328-0033 or email, drivethrusupport@partech.com
 - b. User Settings-
 - i. **Account**- you can edit/upload your profile picture, Name, alert email address and phone number. Click 'Save' when done.
 - ii. **Preferences**- lets you select your language, time zone, date format. Click 'Save' when done.
 - iii. **Password**- lets you perform a password change
 - iv. **Firmware**- (admins only) lets you upload/delete firmware for users to select and download to their devices.



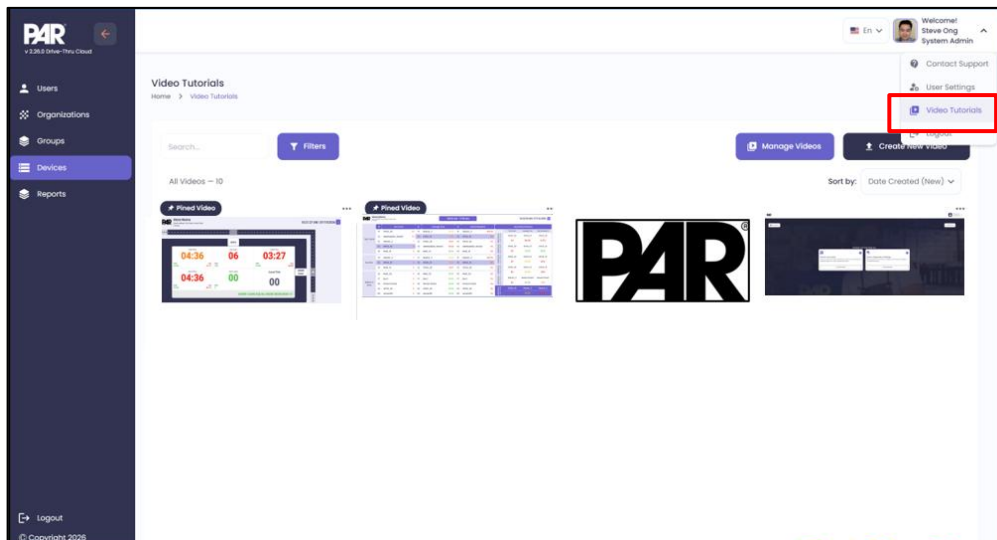
The screenshot shows the 'User Settings' page with the 'Accounts' tab selected. The 'Edit Account Settings' form includes a profile picture upload area, personal information fields (First Name: Steve, Last Name: Ong, Role/Position: SYSADMIN), and contact information (Primary Email Address: steve_ong@partech.com, Mobile Number). A blue box highlights the 'Save' button at the bottom of the form.



The screenshot shows the 'User Settings' page with the 'Preferences' tab selected. The 'System Admin Settings' form includes a language selection dropdown (English (US)), a time zone selection section with radio buttons for 'Set Time zone Automatically' and 'Choose a Time zone Manually' (currently set to America/Los_Angeles), and a date/time format dropdown (MM/DD/YYYY hh:mm (12-hour Format)). A blue box highlights the 'Save' button at the bottom of the form.

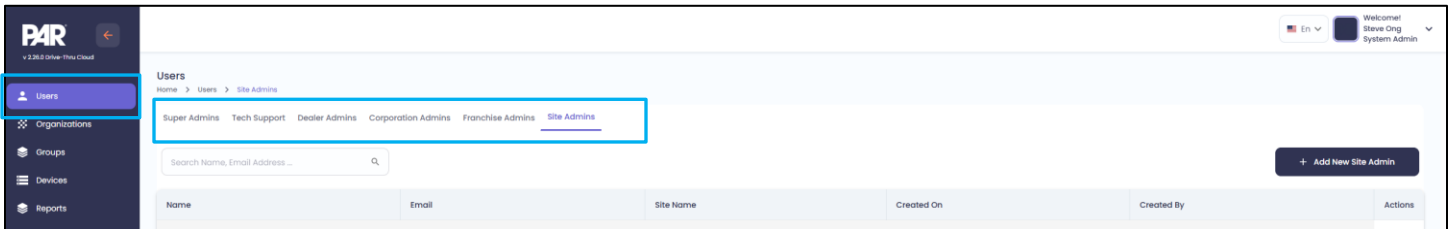


c. Video Tutorials- here you can view, sort and search for video tutorials



4. Users

The Users section is where administrators manage the people who can access the portal and the devices beneath their organization. Users are organized by role, shown as tabs across the top of the screen.



The Users screen, showing role tabs and the user list.

User Roles

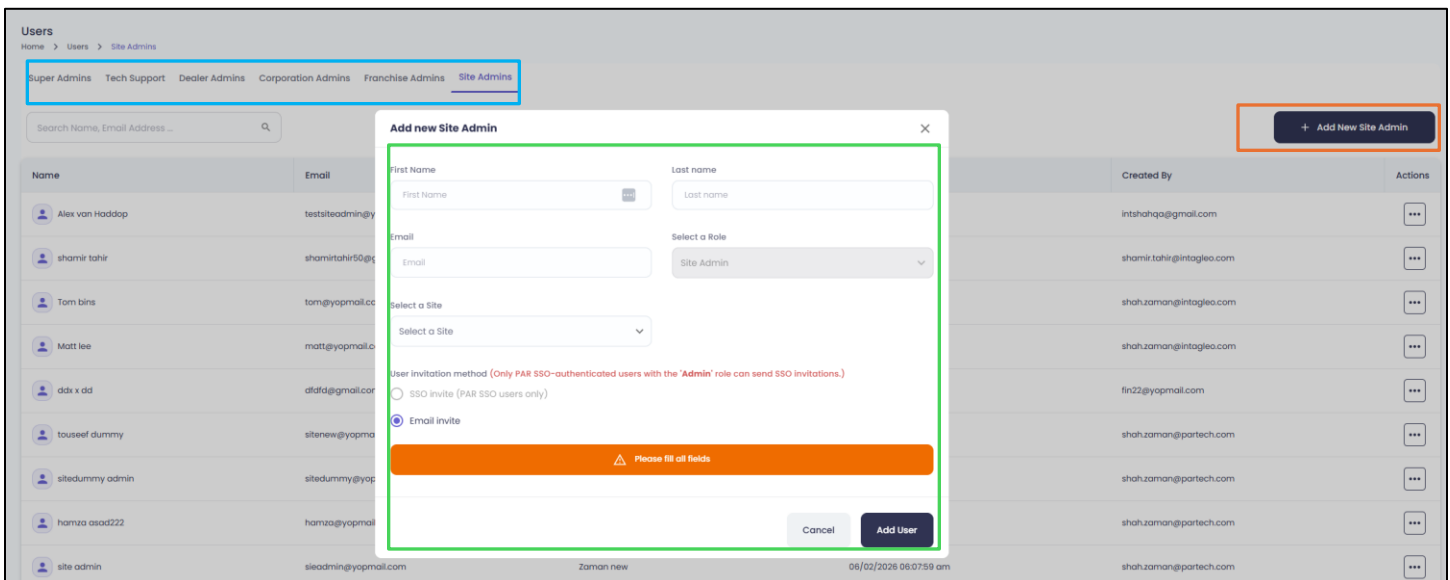
Each tab lists the accounts for a particular role. The roles available are:

- Super Admins — full access across all organizations (PAR-level administration).
- Tech Support — PAR support personnel.
- Corporation/Dealer Admins — administrators for a specific corporation or a PAR dealership.
- Franchise Admins — administrators for a specific franchise.
- Site Admins — administrators responsible for individual sites.

For each user, the list shows the Name, Email, Created On date, and Created By, along with an Actions menu for editing or removing the account. (Only PAR admins can remove/delete accounts)

Adding a User

1. **Select the tab for the role you want to add** (Site Admins cannot add any user).
2. Select the **Add New** button in the upper-right corner (its label reflects the selected role).
3. **Complete the user's details in the form that appears, then 'Add User'**. The new user receives access based on the role and organization you assign.

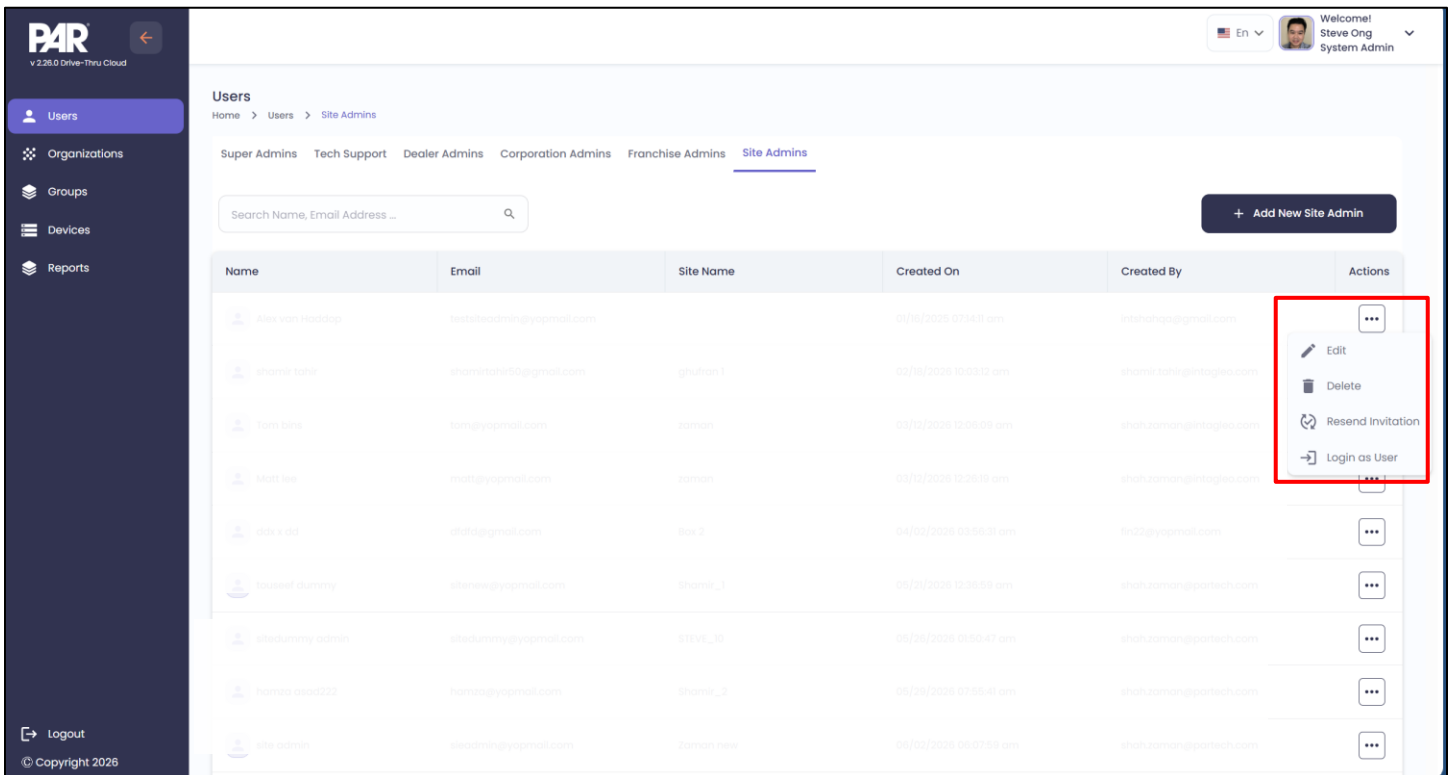


Use the **search box** above the list to quickly find a user by name or email address as needed for users that are already in the system.



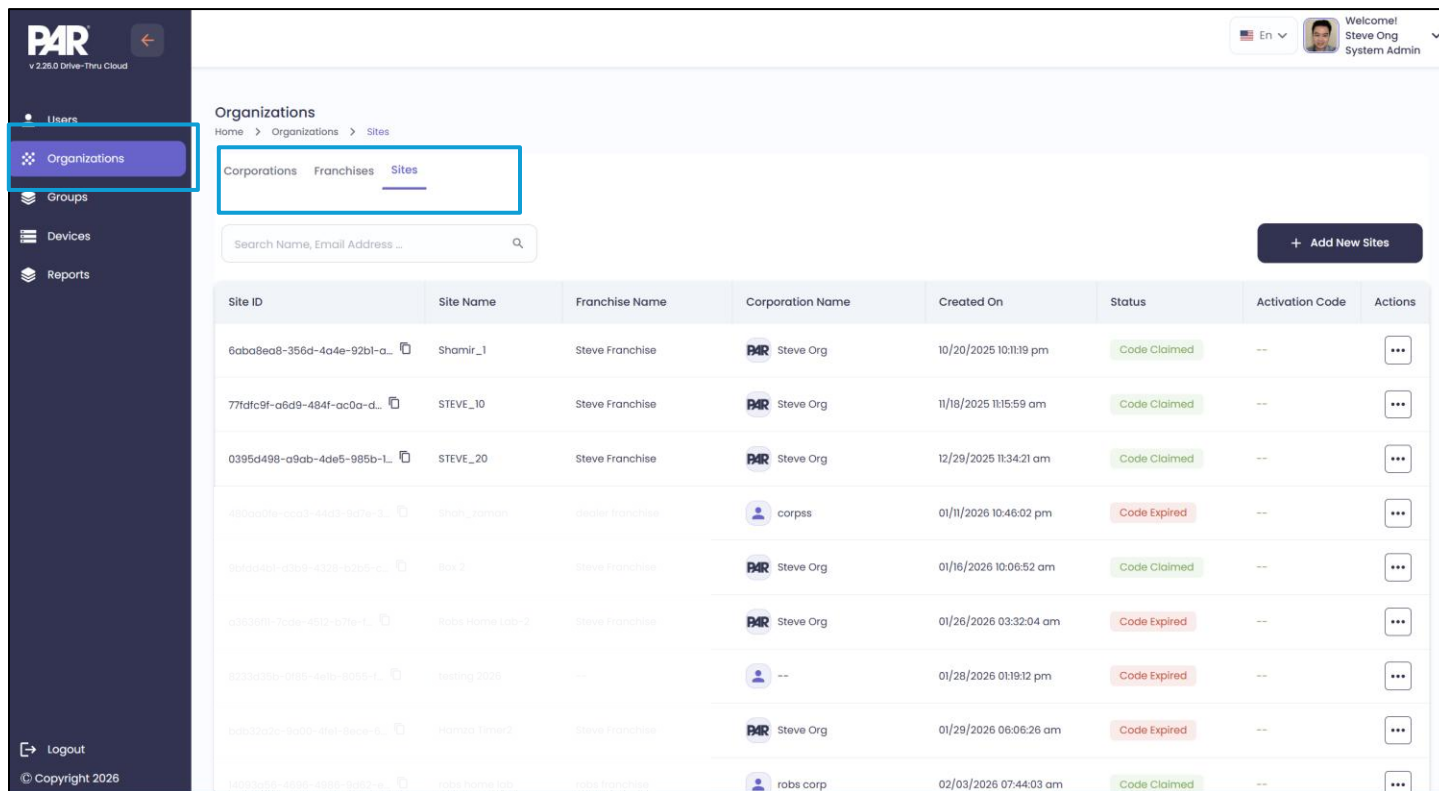
Actions- User

1. To **'Delete/Edit'** users, navigate to 'Actions' under the same screen and select either edit or delete the user as needed.
2. If you are an admin to any Users, you can use the **'Resend Invitation'**.
3. For PAR Tech Support and Admin use the **'Login as User'** feature to log in as the user to assist or troubleshoot as needed.



5. Organizations

The Organizations section defines the hierarchy that devices and users are assigned to. It is organized into three levels, shown as tabs: **Corporation**, **Franchises**, and **Sites**. A corporation can contain one or more franchises, and each franchise can contain one or more sites (individual store locations).



The screenshot shows the PAR Drive-Thru Cloud interface. On the left is a dark sidebar with navigation options: Users, Organizations (highlighted with a blue box), Groups, Devices, and Reports. At the bottom of the sidebar are Logout and Copyright 2026. The main content area is titled 'Organizations' and has a breadcrumb trail: Home > Organizations > Sites. Below the title are three tabs: Corporations, Franchises, and Sites (which is selected). A search bar labeled 'Search Name, Email Address ...' is present. In the top right corner, there is a language dropdown set to 'En', a user profile for 'Steve Ong System Admin', and a '+ Add New Sites' button. The main area displays a table with the following columns: Site ID, Site Name, Franchise Name, Corporation Name, Created On, Status, Activation Code, and Actions. The table contains several rows of data, including sites like 'Shamir_1', 'STEVE_10', 'STEVE_20', 'Shamir_Franchise', 'Robs Corp', and 'Robs Home Lab-2'. The status of each site is indicated by a colored label: 'Code Claimed' (green) or 'Code Expired' (red).

Site ID	Site Name	Franchise Name	Corporation Name	Created On	Status	Activation Code	Actions
6aba8ea8-356d-4a4e-92b1-a...	Shamir_1	Steve Franchise	PAR Steve Org	10/20/2025 10:11:39 pm	Code Claimed	--	...
771dfc9f-a6d9-484f-ac0a-d...	STEVE_10	Steve Franchise	PAR Steve Org	11/18/2025 11:15:59 am	Code Claimed	--	...
0395d498-a9ab-4de5-985b-1...	STEVE_20	Steve Franchise	PAR Steve Org	12/29/2025 11:34:21 am	Code Claimed	--	...
482aa07a-cac3-44d3-bd7a-3...	Shamir_Franchise	Shamir Franchise	corps	01/11/2026 10:46:02 pm	Code Expired	--	...
9b4d48d1-c3b9-432b-b2b5-c...	Robs 2	Steve Franchise	PAR Steve Org	01/16/2026 10:06:52 am	Code Claimed	--	...
a260359b-7cde-4512-b77e-f...	Robs Home Lab-2	Steve Franchise	PAR Steve Org	01/26/2026 03:32:04 am	Code Expired	--	...
82234395a-0188-4ab5-9255-f...	Shamir 2025	--	--	01/28/2026 01:19:12 pm	Code Expired	--	...
1ab322a5c-5a20-4f6f-ba6a-6...	Home2 Timer2	Steve Franchise	PAR Steve Org	01/29/2026 06:06:26 am	Code Expired	--	...
14203a75f-4858-4885-9a52-a...	Robs Home Lab	Steve Franchise	robs corp	02/03/2026 07:44:03 am	Code Claimed	--	...

The Organizations screen, with the Sites tab selected.

Working with the Hierarchy

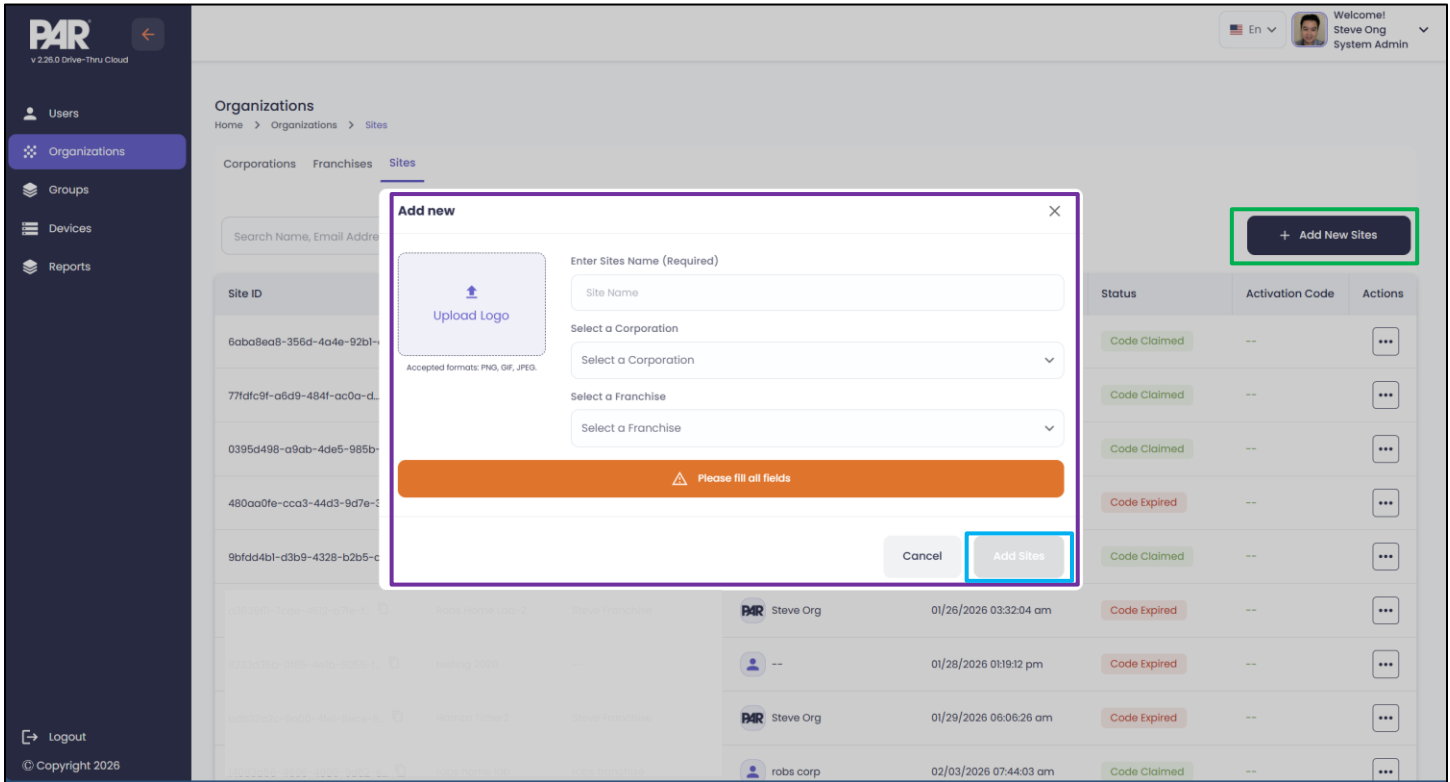
Corporation — the top level of the structure, typically representing a brand or company. The list shows the Corporation Name, the Created On date, and who created it.

Franchises — groups of stores that belong to a corporation. The list shows the Franchise Name, its parent Corporation Name, the Created On date, and who created it.

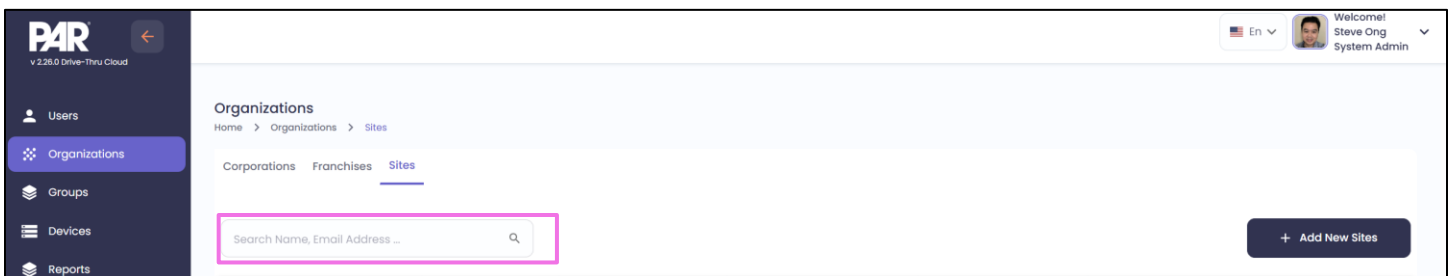
Sites — individual store locations where Drive-Thru timer devices are installed. The list shows the Site Name, the Franchise Name, its parent Corporation Name, the Created On date, and the Status of the Fleet Claim Code of that device.

Adding an Organization

1. Select the level you want to add on: Corporation, Franchises, or Sites.
2. Select the **Add New** button (for example, Add New Site) in the upper-right corner.
3. Enter the **required details** and, where prompted, choose the parent Organization and Franchise it belongs to.
4. Click **Add Sites**. It becomes available for assigning users, devices, and reports.



Use the **search box** to filter the list by name or email address for the Organization that is already present. Each row includes an Actions menu for editing or removing the organization.



Organization- Actions

1. To **'Delete/Edit'** organizations, navigate to 'Actions' under the same screen and select either edit or delete the organization as needed
2. Use the **'Renew Code'** action to generate a new Fleet Claim Code for a site as needed. This is only available for PAR Admin users.

The screenshot displays the 'Organizations' page with the 'Sites' sub-tab selected. A search bar is at the top right of the table area. The table contains 10 rows of site data. The 'Status' column uses color-coded labels: 'Code Claimed' in green and 'Code Expired' in red. The 'Actions' column for each row contains a three-dot menu icon. One of these menus is expanded, showing 'Edit', 'Delete', and 'Renew Code' options.

Site ID	Site Name	Franchise Name	Corporation Name	Created On	Status	Activation Code	Actions
6abafba0-356d-4a4e-92b1-a...	Shome_1	Steve Franchise	PAR Steve Org	10/20/2025 10:11:19 pm	Code Claimed	--	...
77b2d0f-c8d9-484f-a02a-d...	STEVE_10	Steve Franchise	PAR Steve Org	11/18/2025 11:15:59 am	Code Claimed	--	...
038d445b-cf6a-4a4b-985a-1...	STEVE_20	Steve Franchise	PAR Steve Org	12/29/2025 11:34:21 am	Code Claimed	--	...
480aa0fe-cca3-44d3-9d7e-3...	Shah_zaman	dealer franchise	corpss	01/11/2026 10:46:02 pm	Code Expired	--	...
9b0ad48f-c5b9-4328-b2b5-c...	Box 2	Steve Franchise	PAR Steve Org	01/16/2026 10:06:52 am	Code Claimed	--	...
c3838f9-7ade-45d2-b7fe-1...	Robs Home Lab-2	Steve Franchise	PAR Steve Org	01/26/2026 03:32:04 am	Code Expired	--	...
6223a26b-008b-441b-9008-f...	testing 2026	--	--	01/28/2026 01:19:12 pm	Code Expired	--	...
bab32a2b-8a00-4fe1-bece-8...	Manasa Tamar	Steve Franchise	PAR Steve Org	01/29/2026 06:06:26 am	Code Expired	--	...
1a926c95-1f25-4925-9d2b-5...	robs home lab	robs franchise	robs corp	02/03/2026 07:44:03 am	Code Claimed	--	...

6. Groups

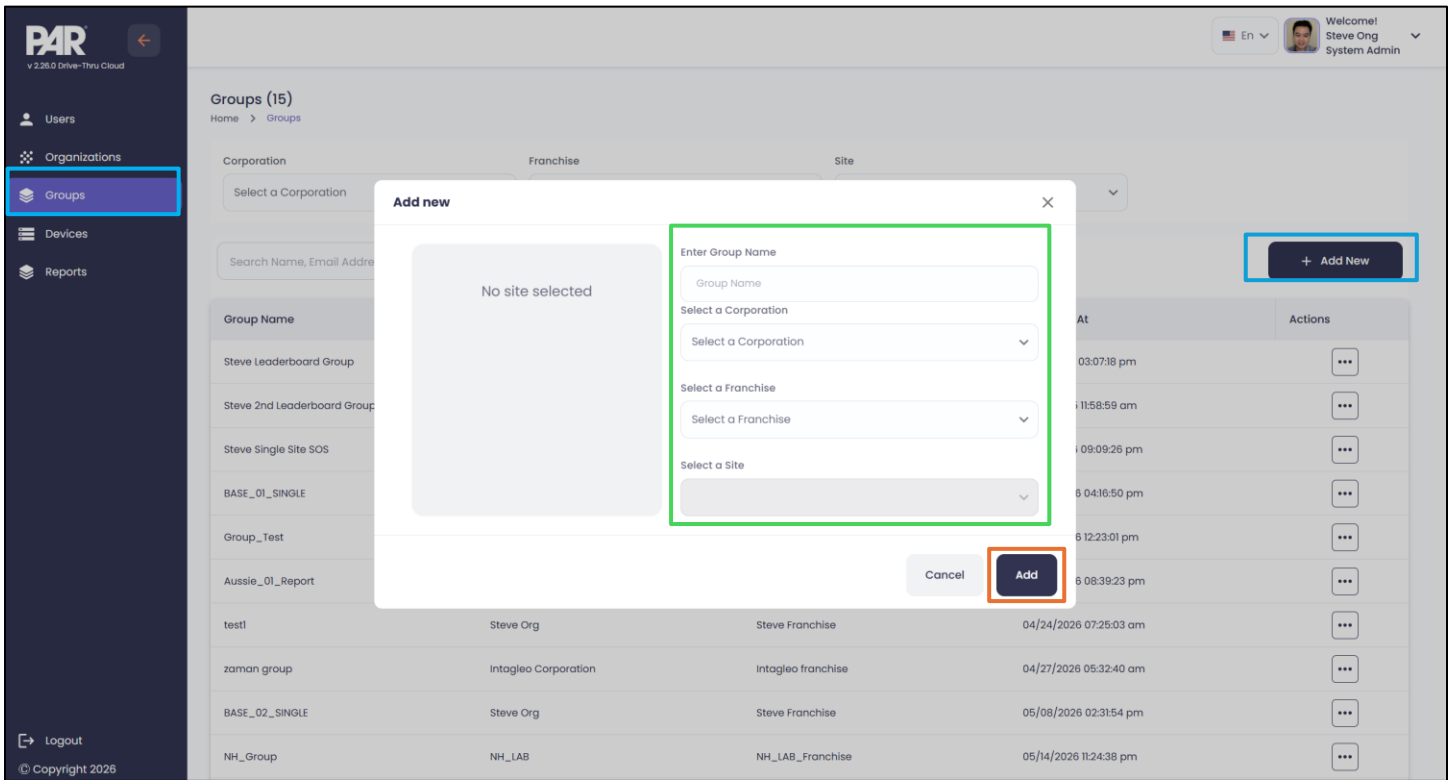
Groups let you combine multiple sites so they can be managed and reported on together. Grouping is necessary for reporting and leaderboard groups, where several stores are viewed, or compared side by side.

****A Group can also be a single site for 1 unit location.**

Adding Groups

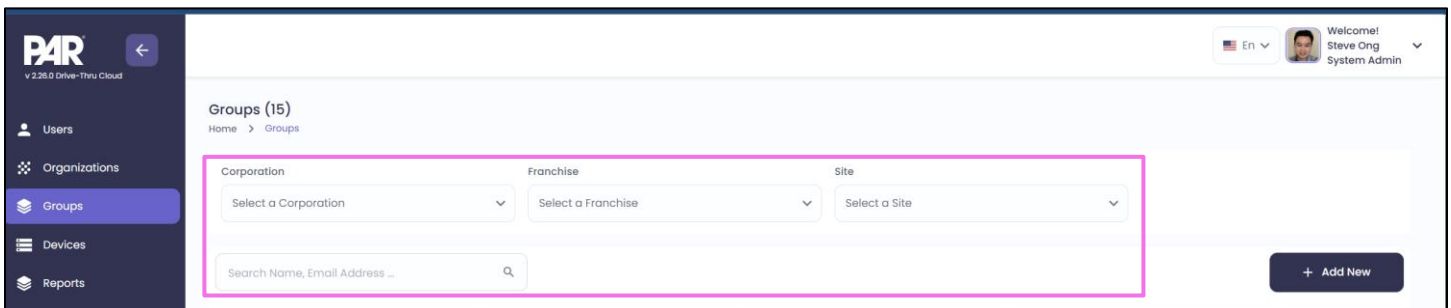
- Select **Groups** in the left navigation to view existing groups.
- Select **Add New** to create a group, then give it a name.
- Select a **Corporate and Franchise for the group and add the sites** that you want to be in the group.
- Click **Add** to save the group. The Group then can be selected when you build a report or apply to your Leaderboard Competition settings.

A site can belong to more than one group, allowing you to report on the same location in different combinations (for example, by region, by Franchises, or solely).



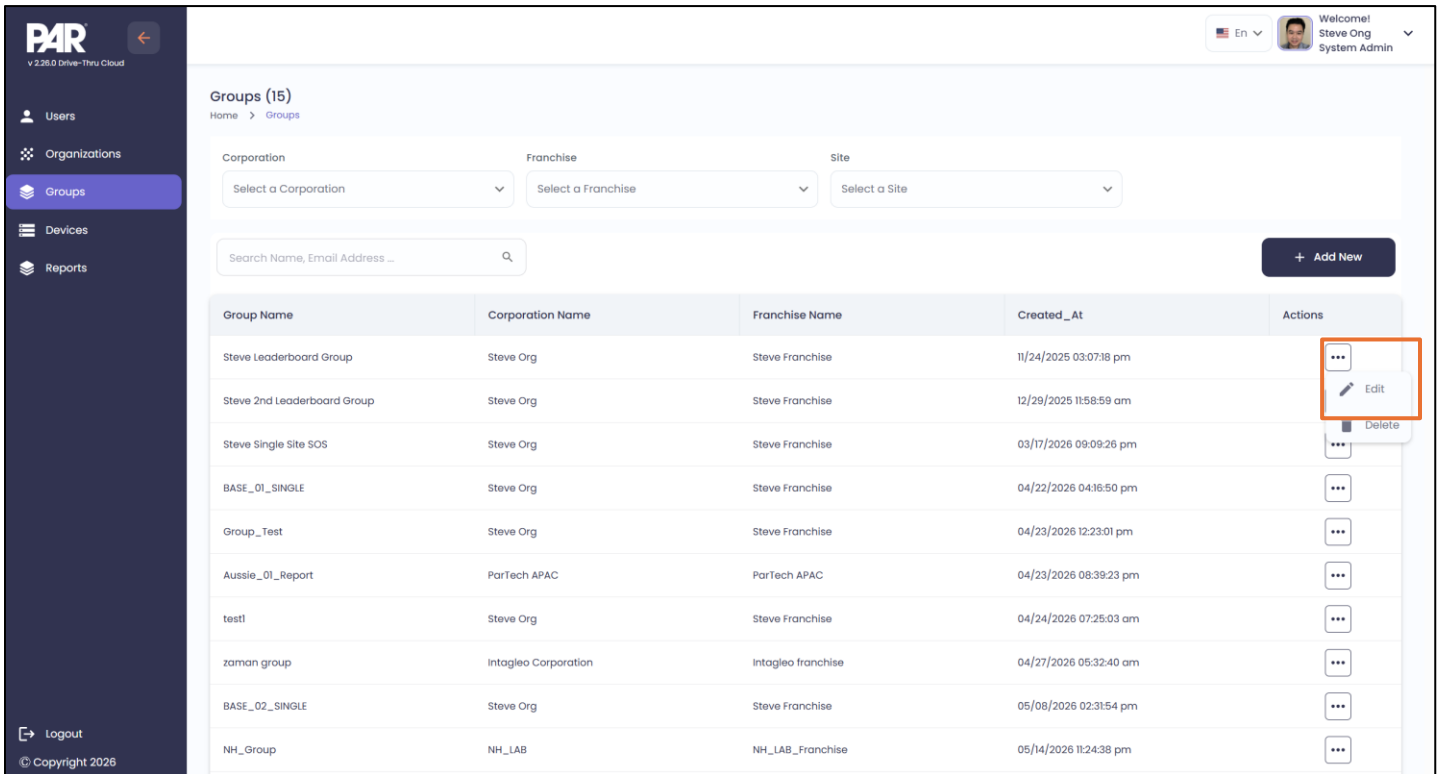
Use the **search box** to filter the list by the Group name or email address that is already present. Each row includes an Actions menu for editing or removing the Group.

You can also filter the Groups by Corporations, Franchises and Sites that are already present in the system.



Groups- Actions

- A. To **'Delete/Edit'** Groups, navigate to 'Actions' under the same screen and select either edit or delete the Group as needed.

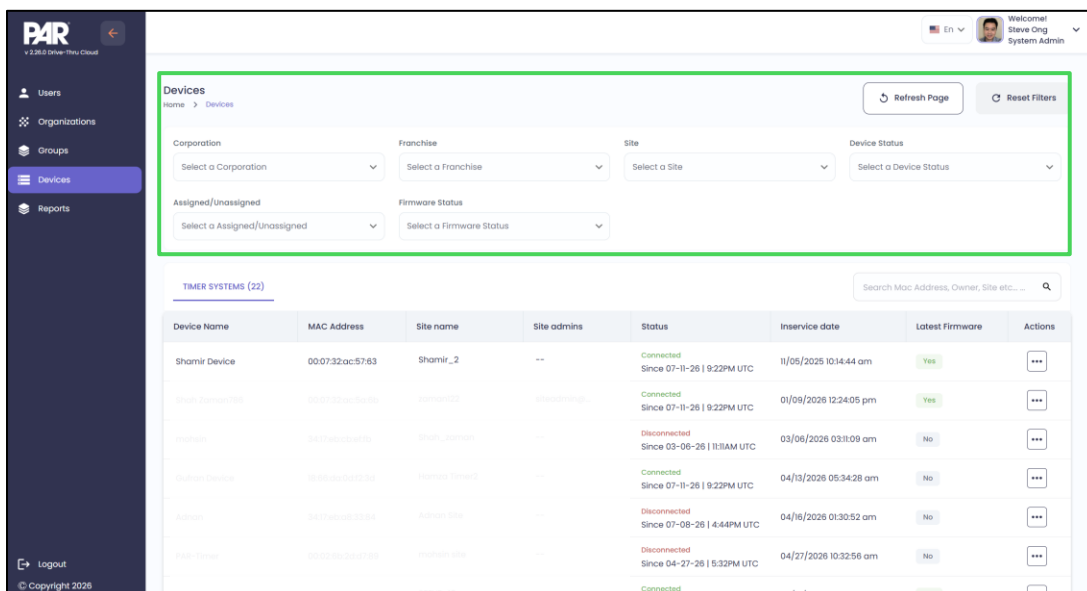


The screenshot shows the 'Groups (15)' page in the PAR Drive-Thru Cloud interface. The left sidebar contains navigation links for Users, Organizations, Groups (selected), Devices, and Reports. The main content area has filters for Corporation, Franchise, and Site, along with a search bar and an 'Add New' button. The table lists 15 groups, and the 'Actions' column for each group has a dropdown menu. A red box highlights the 'Edit' option in the dropdown menu for the 'Steve Leaderboard Group'.

Group Name	Corporation Name	Franchise Name	Created_At	Actions
Steve Leaderboard Group	Steve Org	Steve Franchise	11/24/2025 03:07:18 pm	...
Steve 2nd Leaderboard Group	Steve Org	Steve Franchise	12/29/2025 11:58:59 am	...
Steve Single Site SOS	Steve Org	Steve Franchise	03/17/2026 09:09:26 pm	...
BASE_01_SINGLE	Steve Org	Steve Franchise	04/22/2026 04:16:50 pm	...
Group_Test	Steve Org	Steve Franchise	04/23/2026 12:23:01 pm	...
Aussie_01_Report	ParTech APAC	ParTech APAC	04/23/2026 08:39:23 pm	...
test1	Steve Org	Steve Franchise	04/24/2026 07:25:03 am	...
zaman group	Intagleo Corporation	Intagleo franchise	04/27/2026 05:32:40 am	...
BASE_02_SINGLE	Steve Org	Steve Franchise	05/08/2026 02:31:54 pm	...
NH_Group	NH_LAB	NH_LAB_Franchise	05/14/2026 11:24:38 pm	...

7. Devices

The Devices section lists the Drive-Thru timer systems registered to your organization and is where you can view or configure them remotely. Filters at the top let you narrow the list by **Corporation, Franchise, Site, Device Status, Assigned/Unassigned, and Firmware Status**. Use **Refresh Page** to reload the list and **Reset Filters** to clear your selections.



The screenshot shows the 'Devices (22)' page in the PAR Drive-Thru Cloud interface. The left sidebar contains navigation links for Users, Organizations, Groups, Devices (selected), and Reports. The main content area has filters for Corporation, Franchise, Site, Device Status, Assigned/Unassigned, and Firmware Status, along with a 'Refresh Page' and 'Reset Filters' button. The table lists 22 devices, and the 'Actions' column for each device has a dropdown menu.

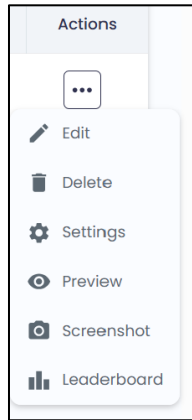
Device Name	MAC Address	Site name	Site admins	Status	Inservice date	Latest Firmware	Actions
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Connected Since 07-11-26 9:22PM UTC	11/05/2025 10:14:44 am	Yes	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Connected Since 07-11-26 9:22PM UTC	01/09/2026 12:24:05 pm	Yes	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Disconnected Since 03-06-26 11:11AM UTC	03/06/2026 03:10:09 am	No	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Connected Since 07-11-26 9:22PM UTC	04/13/2026 05:34:28 am	No	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Disconnected Since 07-08-26 4:44PM UTC	04/18/2026 01:30:52 am	No	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Disconnected Since 04-27-26 5:32PM UTC	04/27/2026 10:32:56 am	No	...
Shamir Device	00:07:32:ac:57:63	Shamir_2	--	Connected Since 06-12/2025 10:25:03 am	06/12/2025 10:25:03 am	Yes	...

The Devices screen (Timer Systems) with filters and device list.

The Devices Table lists each device with its Device Name, MAC Address, Site name, Site admins, Status, In-service date, and Latest Firmware.

Devices Actions

Click on the 3 dots to bring up the Actions Menu:



Devices Actions- Edit

The Edit feature lets you edit the Device Name, Corporation, Franchise, Site and Site Admin. (only available to PAR Admins)

Edit

Device Name

PAR-Timer

MAC Address

00:07:32:83:78:8b

Corporation

Steve Org

Franchise

Steve Franchise

Site

STEVE_10

Assign to

Select a Site admin

Cancel

Update

Devices Actions- Delete

The Delete feature lets you PERMANENTLY delete the device. (only available to PAR Admins)

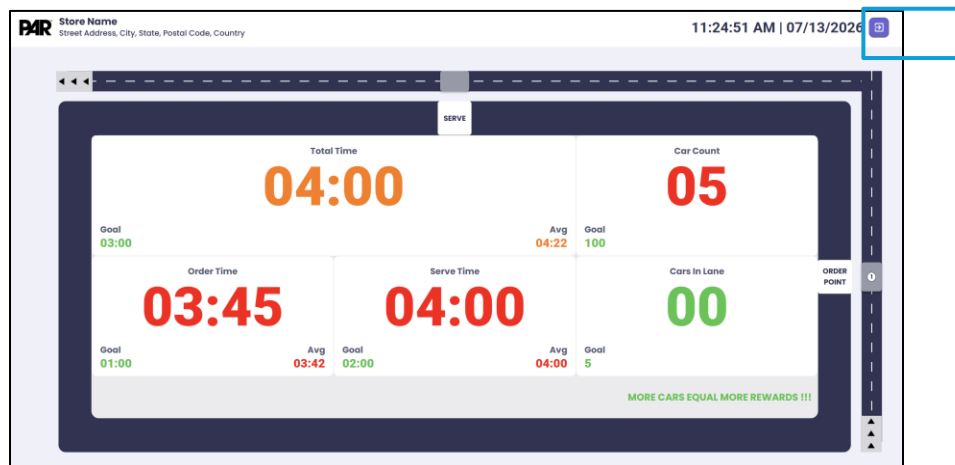
Delete Device

Are you sure you want to delete?
Deleting the PAR-Timer will permanently remove the PAR-Timer from the cloud portal.

Cancel
Yes, Delete

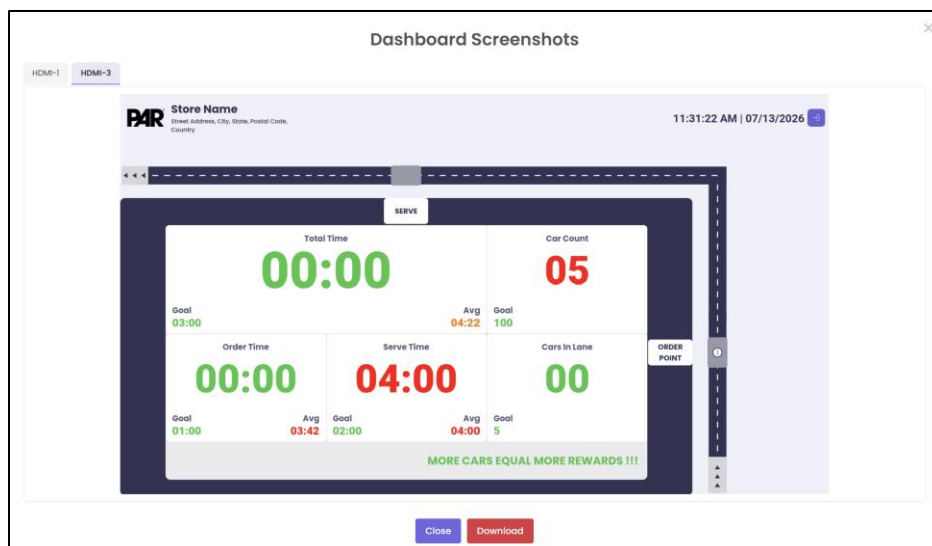
Devices Actions- Preview

The Preview feature lets you preview the live dashboard screen of the PAR Timer device for monitoring or troubleshooting. Click the **upper corner button** to exit out.



Devices Actions- Screenshot

The Screenshot feature lets you take an actual screen show of what the monitor is showing, primarily used for troubleshooting.



If you have a second monitor you can click on the **HDMI tabs** to view the screenshot and **download** each image as needed. Hit the **close button** when done.

HDMI-1

HDMI-3

PAR

Store Name

Street Address, City, State, Postal Code, Country

08:00 AM - 11:59 AM

11:31:27 AM | 07/13/2026

	#	Car Count	#	Average Time	#	Goal Achieved %	Day Part(s) Winners		
Top 5 Store	01	STEVE_20	21	01	STEVE_10	04:00	01	STEVE_10	0%
	02	deb9todeb12_Stev...	20	02	deb9todeb12_St...	05:23	02	deb9todeb12_Stev...	0%
	03	STEVE_10	1	03	STEVE_20	05:25	03	STEVE_20	0%
	04	BASE_01	0	04	BASE_01	00:00	04	BASE_01	0%
	05	BASE_02	0	05	BASE_02	00:00	05	BASE_02	0%
My Store	02	deb9todeb12_Stev...	20	-	-	-	-	-	-
	03	STEVE_10	1	01	STEVE_10	04:00	01	STEVE_10	0%
	04	BASE_01	0	02	deb9todeb12_St...	05:23	02	deb9todeb12_Stev...	0%
Bottom 5 Store	06	Box 2	0	06	Box 2	00:00	06	Box 2	0%
	07	Hamza Timer2	0	07	Hamza Timer2	00:00	07	Hamza Timer2	0%
	08	Shamir_2	0	08	Shamir_2	00:00	08	Shamir_2	0%
	09	STEVE_30	0	09	STEVE_30	00:00	09	STEVE_30	0%
	010	zaman122	0	010	zaman122	00:00	010	zaman122	0%

Close

Download

Devices Actions- Leaderboard (preview)

The Leaderboard (preview) feature lets you preview the live dashboard screen of the leaderboard for monitoring or troubleshooting. Click the **upper corner button** to exit out.

PAR

Store Name

Street Address, City, State, Postal Code, Country

08:00 AM - 11:59 AM

12:26:27 PM | 07/13/2026

	#	Car Count	#	Average Time	#	Goal Achieved %	Day Part(s) Winners		
Top 5 Store	01	STEVE_20	21	01	STEVE_10	04:00	01	STEVE_10	0%
	02	deb9todeb12_Stev...	19	02	deb9todeb12_S...	05:25	02	deb9todeb12_Stev...	0%
	03	STEVE_10	1	03	STEVE_20	05:25	03	STEVE_20	0%
	04	BASE_01	0	04	BASE_01	00:00	04	BASE_01	0%
	05	BASE_02	0	05	BASE_02	00:00	05	BASE_02	0%
My Store	02	deb9todeb12_Stev...	19	-	-	-	-	-	-
	03	STEVE_10	1	01	STEVE_10	04:00	01	STEVE_10	0%
	04	BASE_01	0	02	deb9todeb12_S...	05:25	02	deb9todeb12_Stev...	0%
Bottom 5 Store	06	Box 2	0	06	Box 2	00:00	06	Box 2	0%
	07	Hamza Timer2	0	07	Hamza Timer2	00:00	07	Hamza Timer2	0%
	08	Shamir_2	0	08	Shamir_2	00:00	08	Shamir_2	0%
	09	STEVE_30	0	09	STEVE_30	00:00	09	STEVE_30	0%
	010	zaman122	0	010	zaman122	00:00	010	zaman122	0%

Devices Actions- Settings

The Actions menu on each row lets you open a device to configure it.

When you open a device, its configuration opens in two tabs at the top right of the screen: Store & Lane Layout and Store Configuration. A configuration menu on the left provides access to the individual settings groups.

Store & Lane Layout

The **Store & Lane Layout tab is a guided**, four-step wizard for configuring the site timer's lane and layout. A visual diagram of the store, lanes, and touchpoints are represented.

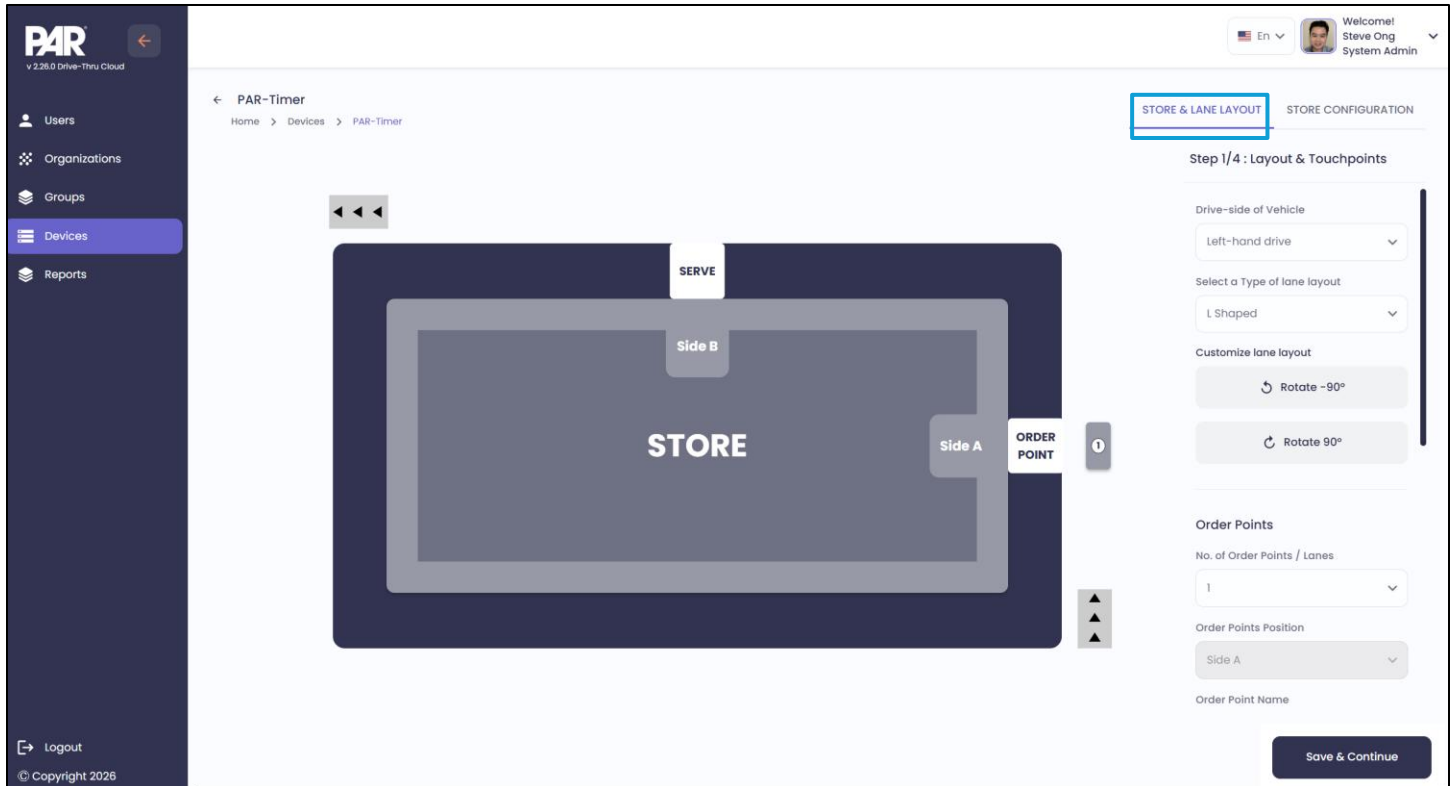


Figure 6.2 — Store & Lane Layout, Step 1: Layout & Touchpoints.

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**'.

Step 1/3 : Layout & Touchpoints

Select a Type of lane layout
U Shaped

Customize lane layout
Rotate - 90° Rotate 90°

Order Points
No. of Order Points / Lanes 2
Order Points Position Side A
Order Point Name

Windows
No. of Windows 4
Window #1
Window Type Pay

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

Undo Redo

Windows/Prev/Pull Forw
Number of Windows/Prev/Pull Forw 4

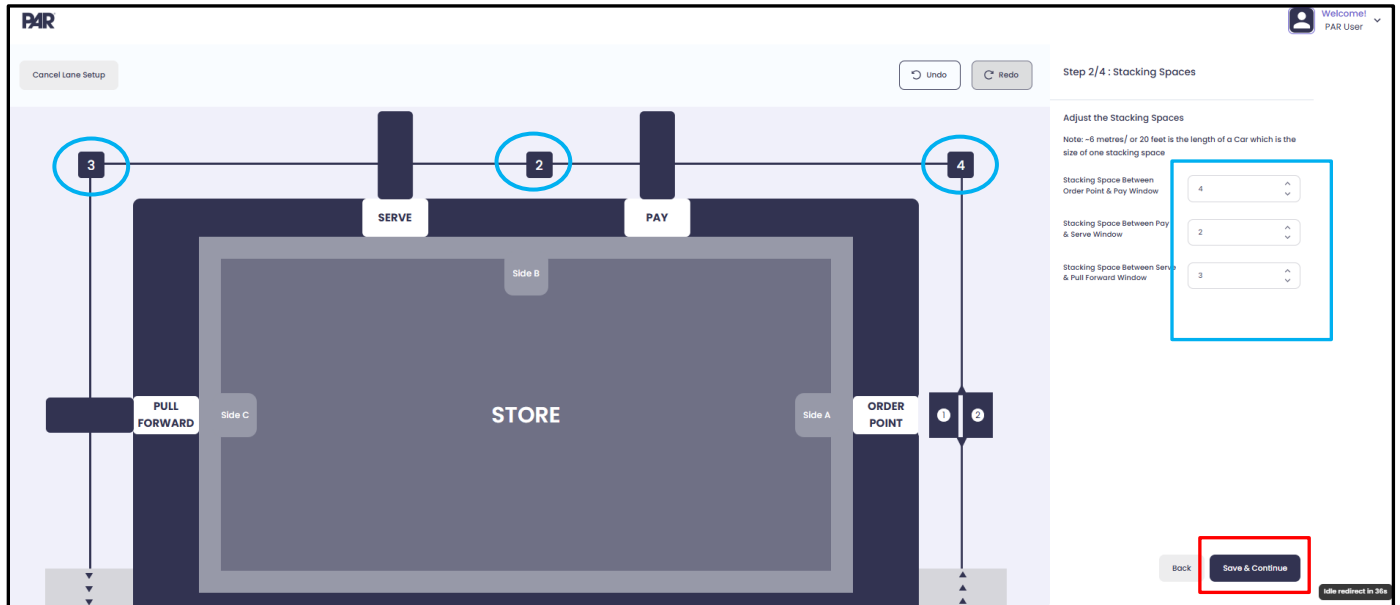
Windows/Prev/Pull Forw #1
Type Pay
Position Side B
Name Pay

Windows/Prev/Pull Forw #2
Type Serve
Position Side B
Name Serve

Save & Continue

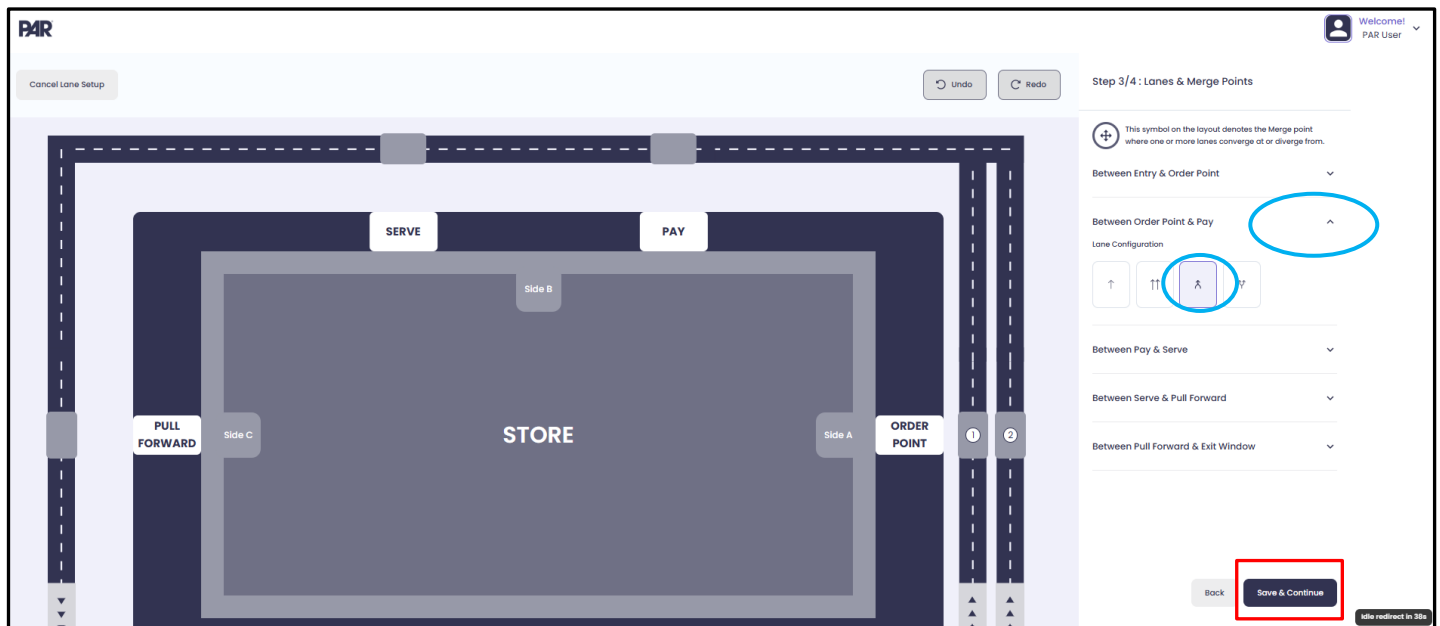
Stacking Spaces (Queue Length)

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.



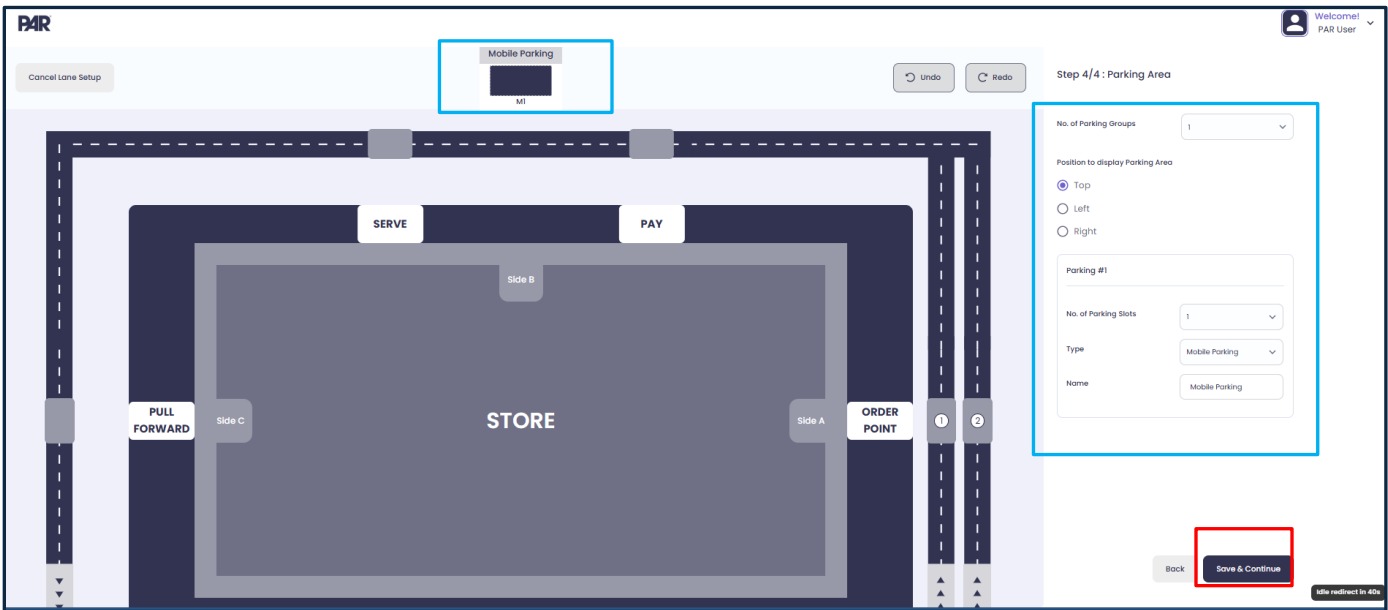
Lanes & Merge Points

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.



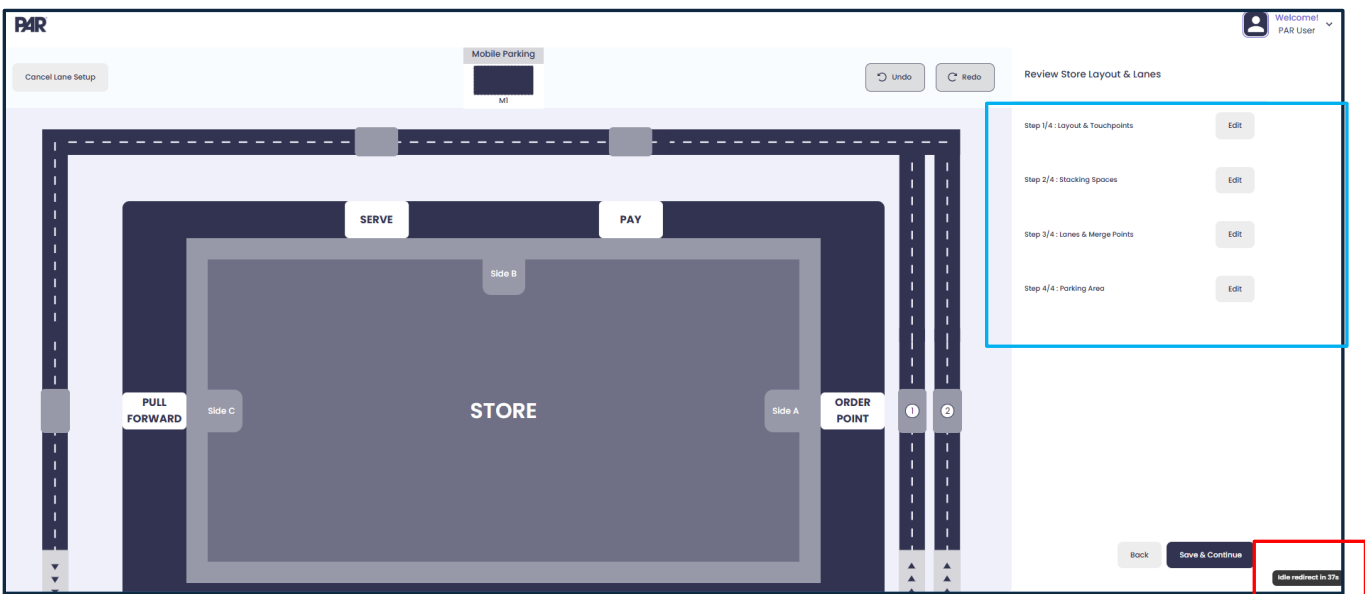
Parking Area

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 13; with currently each parking group with a maximum of 3 parking slots****



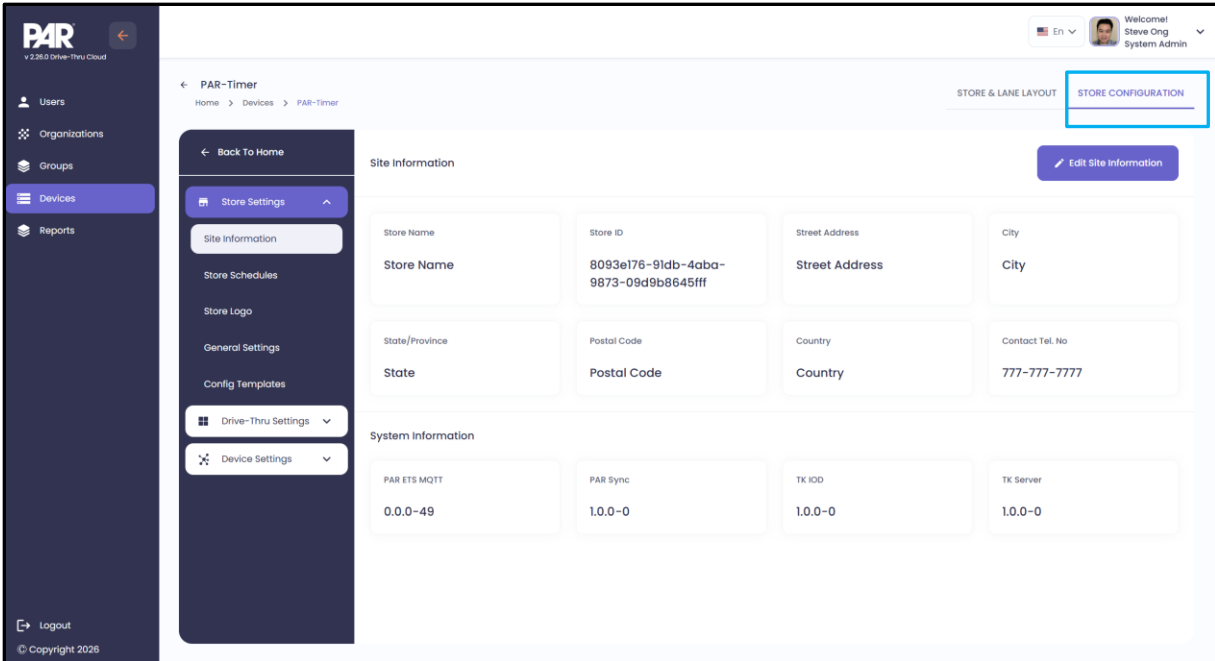
Review Store Layout & Lanes

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

The **Store Configuration** tab contains the operational settings for the device, grouped in the left-hand configuration menu. Selecting a group opens its settings in the main work area.

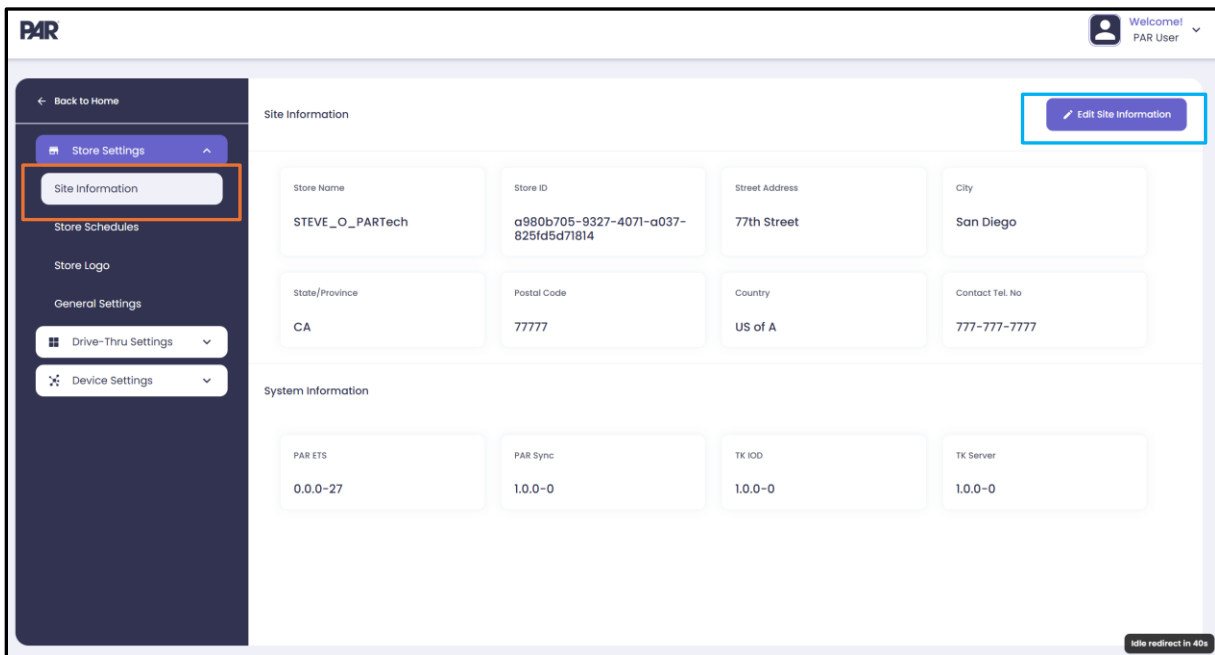


Store Configuration, showing the configuration menu and Config Templates.

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.

Edit Site Information

Store ID: Select a Store ID

Store Name: STEVE_O_PARTech

Street Address: 77th Street

City: San Diego

State/Province: CA

Postal Code: 77777

Country: US of A

Contact No: 777-777-7777

Buttons: Cancel, Update

Store Schedules

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

Store Schedules

Shift(s): Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

No.	Name	Start Time	End Time	Status	Actions
1	Shift 1	12:00 AM	07:00 AM	Active	...
2	Shift 2	07:00 AM	12:00 PM	Active	...
3	Shift 3	12:00 PM	06:00 PM	Active	...
4	Shift 4	06:00 PM	11:59 PM	Active	...

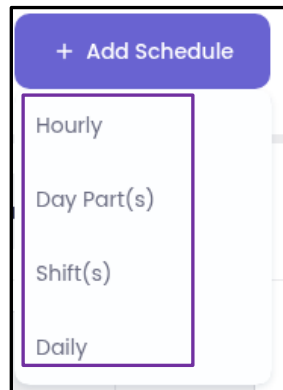
Daily: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

No.	Name	Start Time	End Time	Status	Actions
1	All Day	12:00 AM	11:59 PM	Active	...

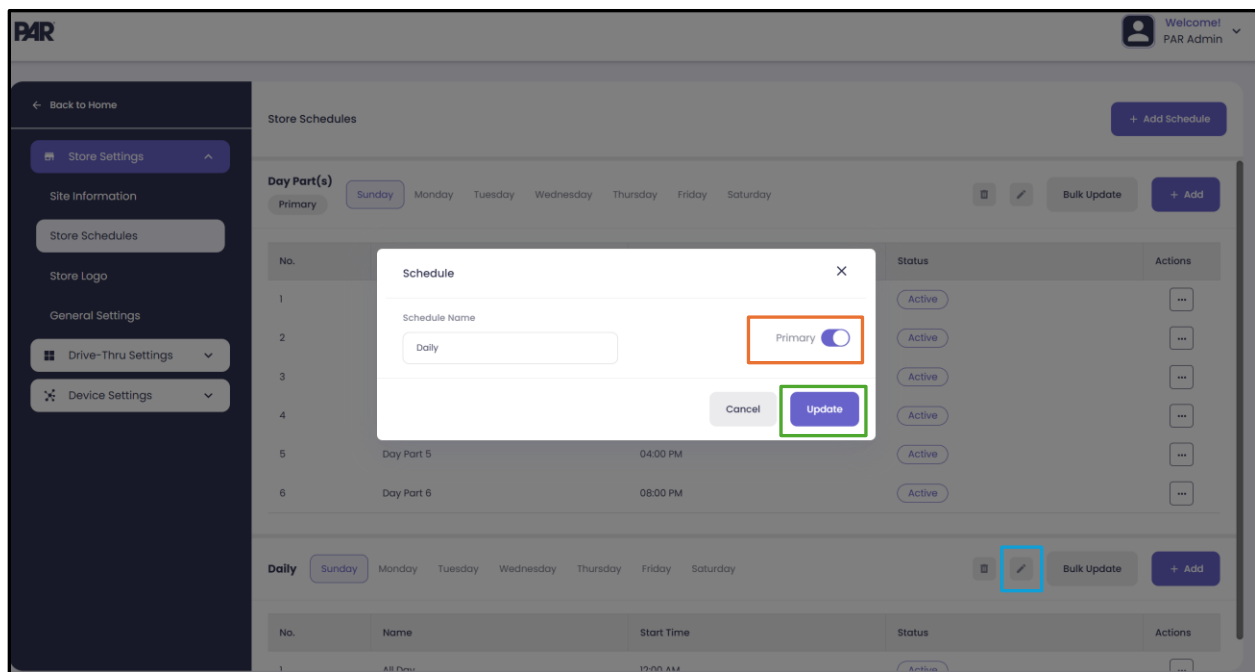
Day Part(s): Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

Buttons: + Add Schedule, Bulk Update, + Add

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.

Shift(s)		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday			Bulk Update	+ Add		
No.	Name	Start Time		Status		Actions								
1	Shift 1	12:00 AM		Active		...								
2	Shift 2	06:00 AM		Active		Edit								
3	Shift 3	12:00 PM		Active		Delete								
4	Shift 4	06:00 PM		Active		...								

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**.



[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.

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Active

Daypart Name

All Day

Start Time

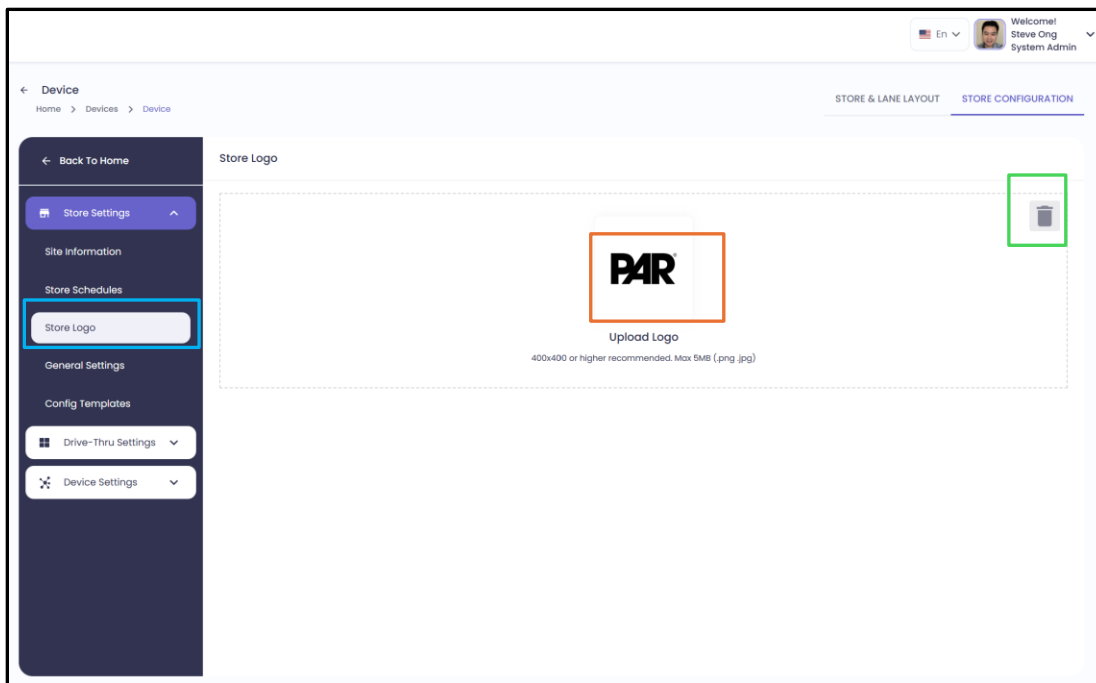
12:00 AM

Cancel

Update

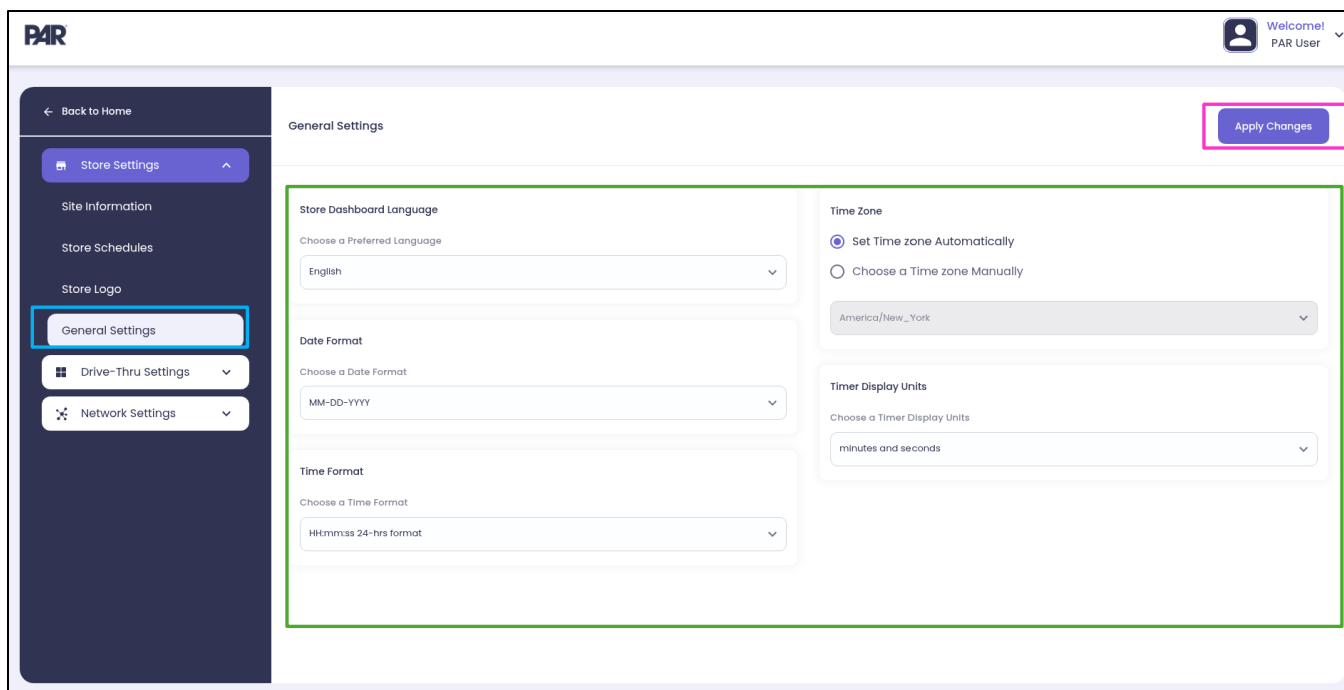
Store Logo

If you are an Admin, **Store Logos** can be changed and edited. Default logos are pre-loaded and inserted during commissioning at our factory. Click on the **center logo** to edit or change the timer logo and select the desired logo from your computer. 400 x 400 or higher resolution with a max of 5MB with a file formats, png and jpg are accepted. You can also **delete** a logo as needed.



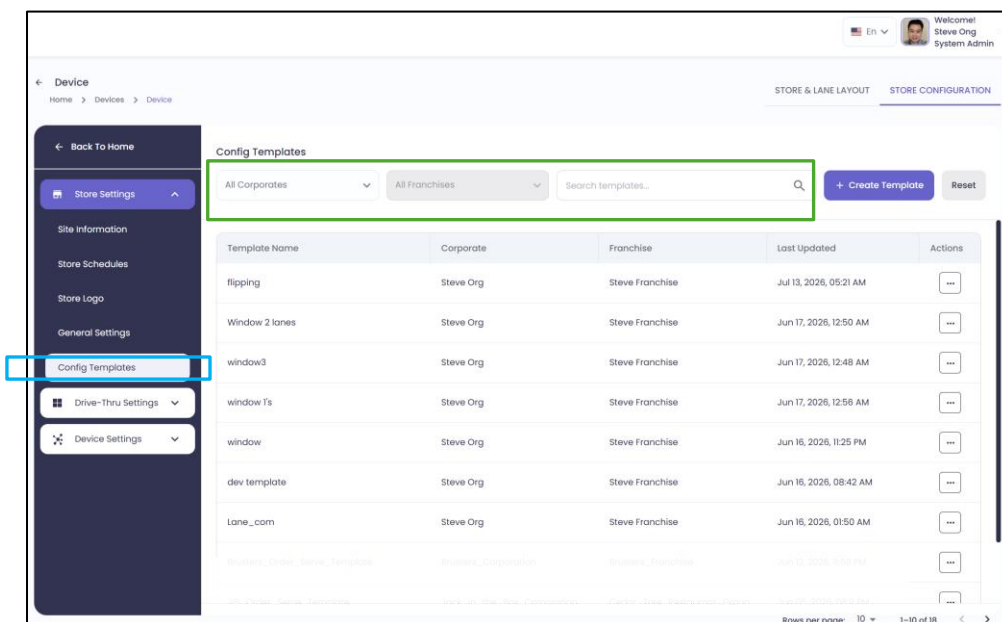
General Settings

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.

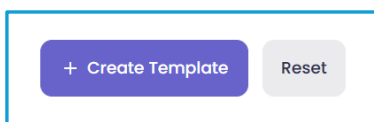


Config Templates

Configuration templates are only accessed by Admins and installers when loading up a timer with a default configuration template to reduce having to program in timer goals, schedules and dashboards. The templates will omit the Site Information and Local Network settings as those are unique per site. **Templates can be searched, or filtered by Corporations and Franchises.**



To create a new template to be used for other timer devices, first program **ALL** the timer settings as necessary by the Brand, then navigate back to Config Templates, and click on **'+ Create Template'**. **Then select the Corporate and Franchise for the template to be used for. Next proceed to give the template a name in the 'Name Config' section.** Click on **'Create'** when done to create the template.



Create Config Template

Select a Corporate

Select a Corporate

Select a Franchise

Select a Franchise

Name Config

Enter config name

Cancel

Create

Config Templates Actions- Apply

To use an existing template, click on Actions on the right side that corresponds to the template row you want to apply. Then click ‘Apply’. Click ‘Edit’ **to edit the Corporation, Franchise or Name and then ‘Update’**. If you want to update a saved Config Template, ensure to configure all the necessary settings first, then navigate back to Config Templates, click on edit for the corresponding template and click on ‘Update’. Only PAR Admins can delete Config Templates.

Template Name	Corporate	Franchise	Last Updated	Actions
flipping	Steve Org	Steve Franchise	Jul 13, 2026, 05:21 AM	... ▶ Apply ✎ Edit 🗑 Delete
Window 2 lanes	Steve Org	Steve Franchise	Jun 17, 2026, 12:50 AM	
window3	Steve Org	Steve Franchise	Jun 17, 2026, 12:48 AM	

Update Config Template

Select a Corporate

Steve Org

Select a Franchise

Steve Franchise

Name Config

Test Config

Cancel

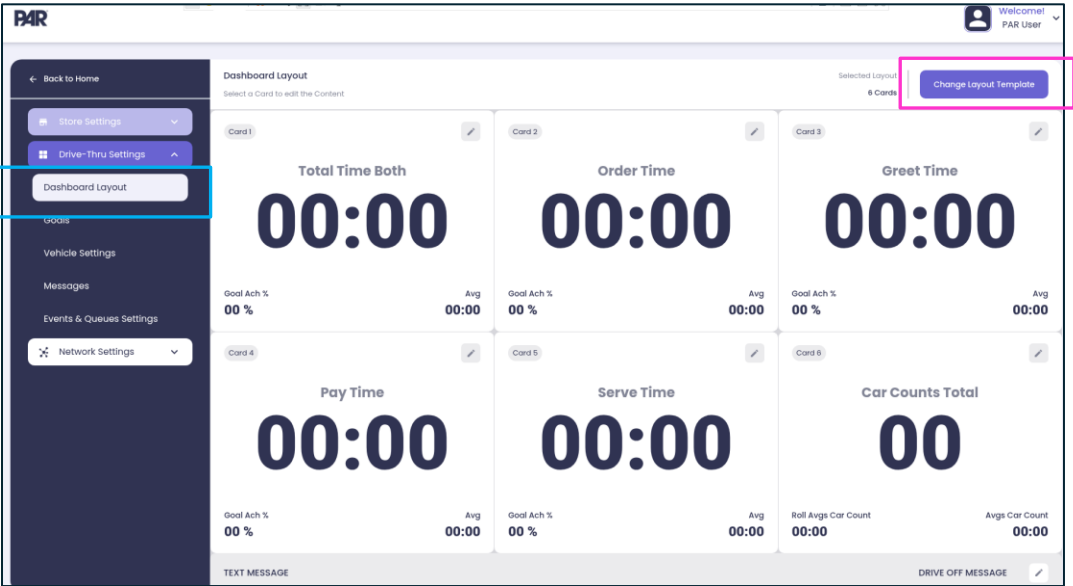
Update

Drive Thru Settings

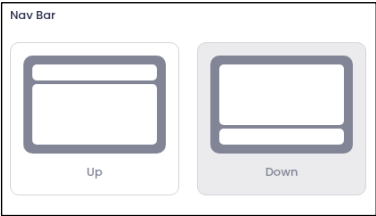
Drive Thru Settings control how the Drive-Thru is measured and displayed, including the dashboard layout, leaderboard configuration, goals, vehicle detection settings, on-screen messages, and events and queue behavior.

Dashboard Layout

In the **Dashboard Layout**, the user can choose from 14 card layout types and 2 Nav Bar (navigation 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.



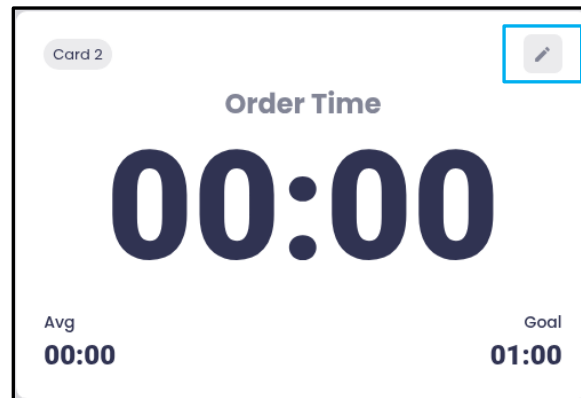
Select Where To Display Messages



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.

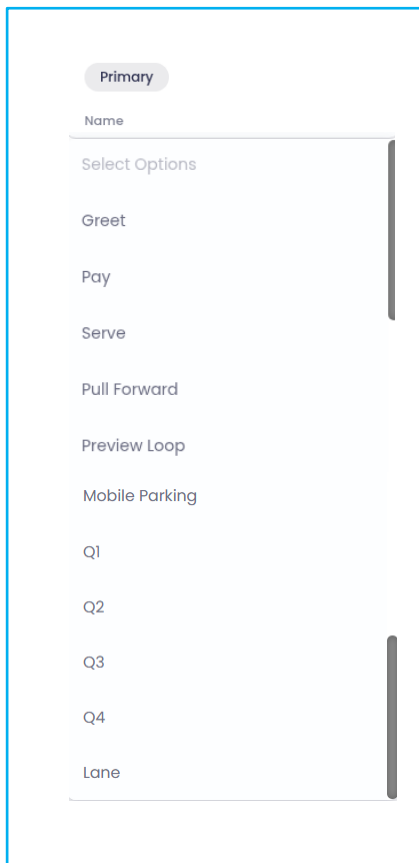


Once clicked, you can edit the Primary, Secondary, and Secondary 2. Please know that the Primary metric is the main metric of the card and the Secondary and Secondary 2 will display the contents for that primary metric. For example, if Primary is Lane Time, goal is Secondary and Avg is Secondary 2, then 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 2nd 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 3rd 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 4th 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

Current time

Car Count

Rolling Average

Goal Achieved Cars

Goal Achieved Percentage

Current time

Cars In Lane

Options:	Definition
Car Count	The number of cars that have triggered the selected Primary card event
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.
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 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.
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.
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.

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

Lane

Both

Select Lane

Both

Lane 1

Lane 2

Options:	Definition
Both	The selected card event 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 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

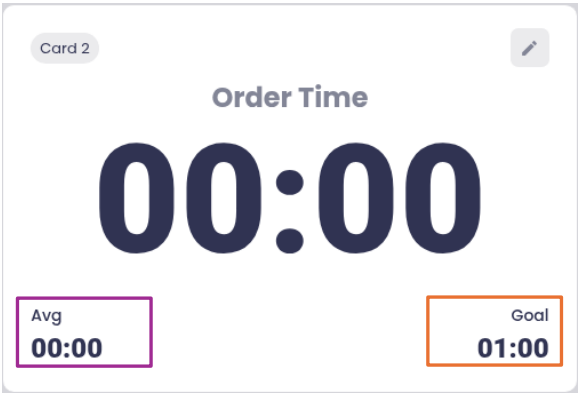
Day Part(s)

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 38)

Dashboard Message Selection

Primary Message

DRIVE OFF MESSAGE

Secondary Message

TEXT MESSAGE

Cancel

Update

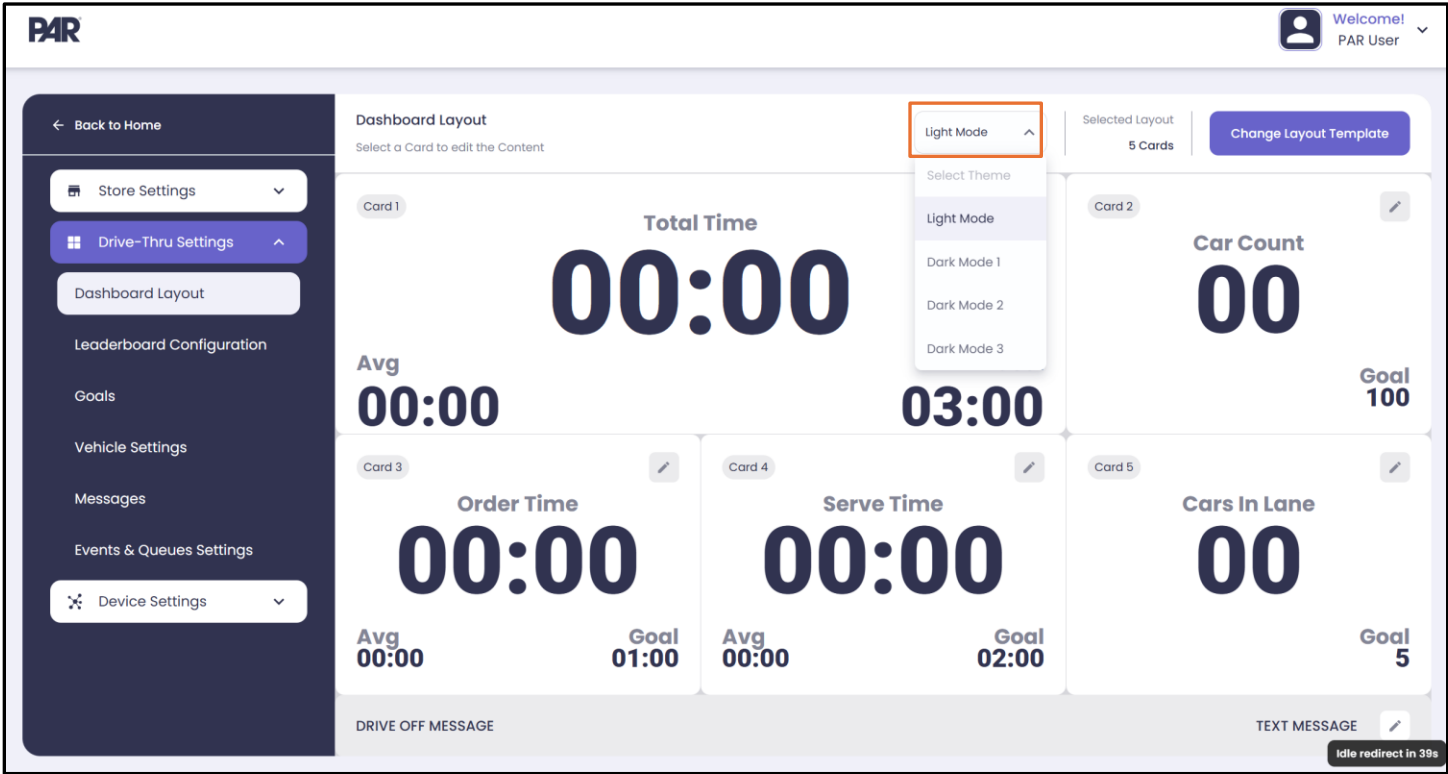
Select Message

TEXT MESSAGE

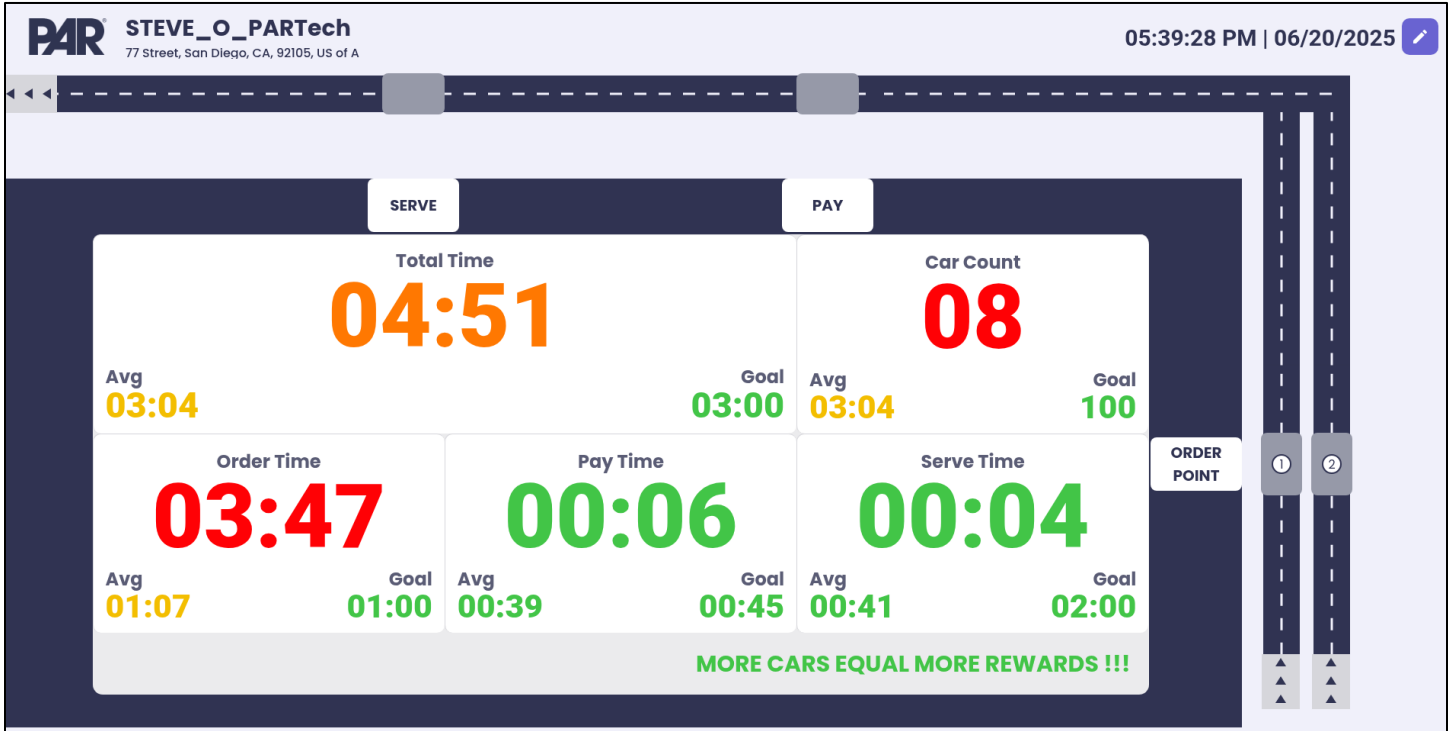
DRIVE OFF MESSAGE

VISIT MESSAGE

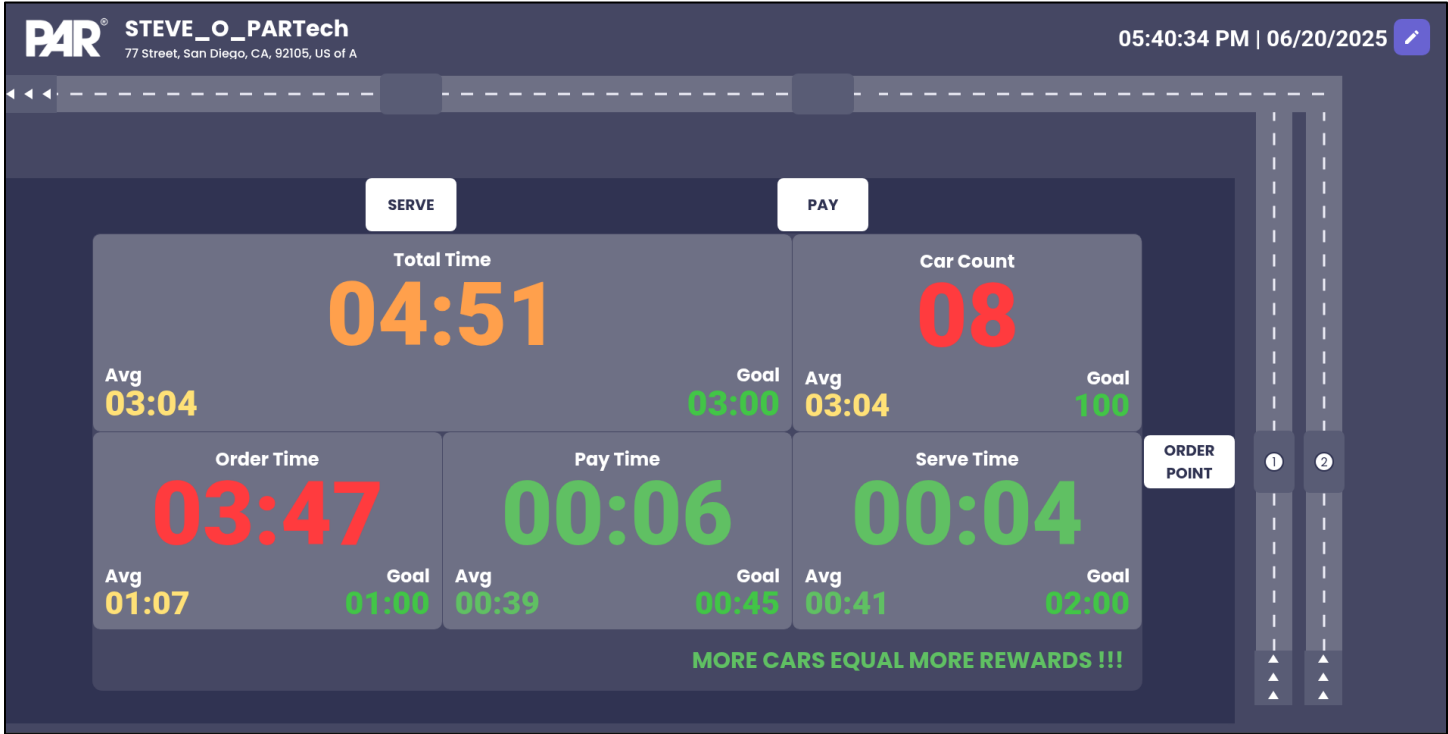
There is also an option to change the Dashboard theme from light to dark themes by clicking on the layout **mode drop down list**.



Light theme sample below.

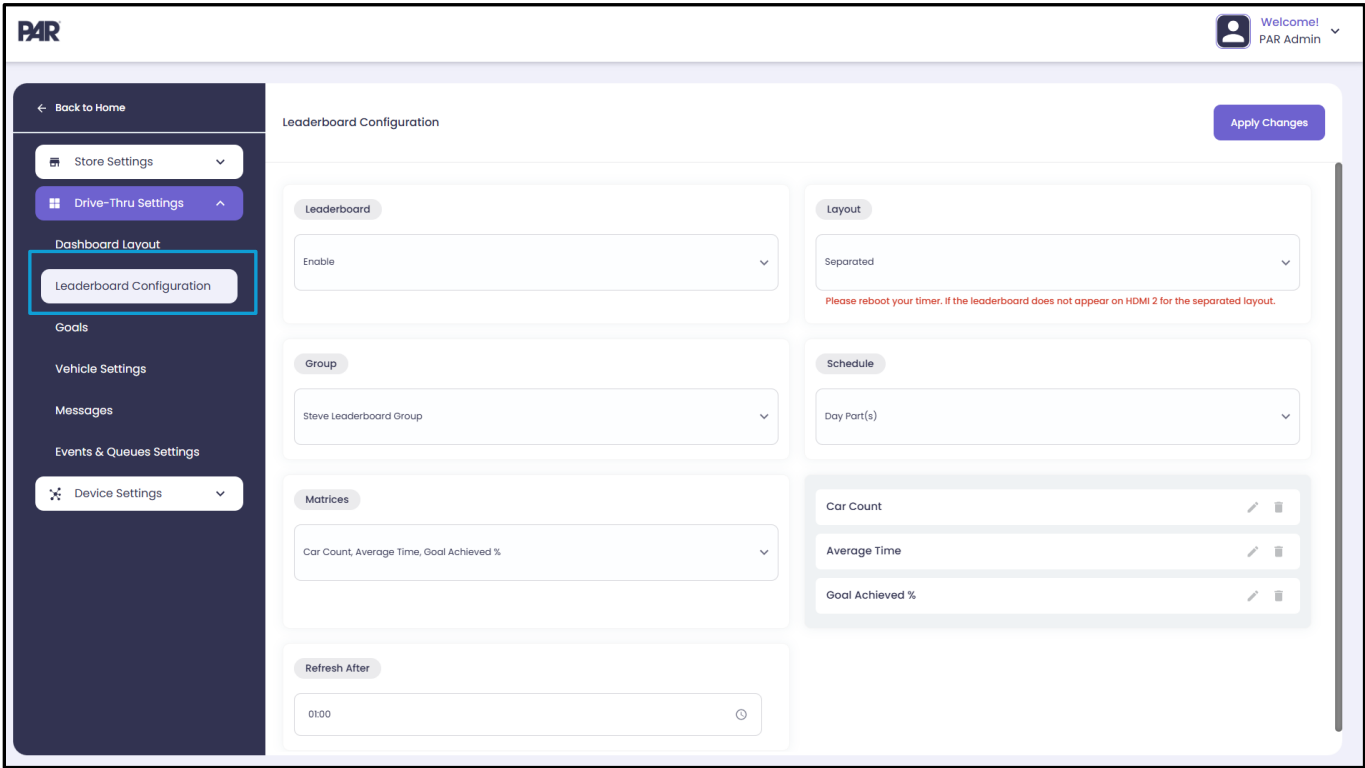


Dark theme sample below.

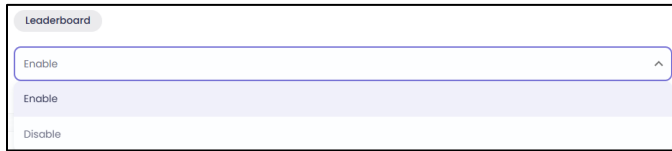


Leaderboard Configuration**Need to update

If the site has subscribed for the Leaderboard feature, then it can be configurable by PAR Admins under the ‘Leaderboard Configuration’ section. **If enabled, ALL fields below need to be configured.



The **'Enable/Disable'** will turn the Leaderboard feature on or off, respectively.



A screenshot of a configuration interface for the 'Leaderboard' feature. It shows a dropdown menu with the label 'Leaderboard' in a grey pill. The menu is open, showing three options: 'Enable' (highlighted in light blue), 'Enable', and 'Disable'.

The **'Group'** drop down will let you select the groups that are enabled for your timer device. Groups can be created or edited, please refer to the previous pages 12-14. A group is required for the Leaderboard configuration.



A screenshot of a configuration interface for the 'Group' feature. It shows a dropdown menu with the label 'Group' in a grey pill. The menu is open, showing one option: 'Steve Leaderboard Group'.

The **'Matrices'** drop down will list 5 metrics for the site rankings as shown below. Select exactly any 3 metrics. Refer to page 32 for definitions.



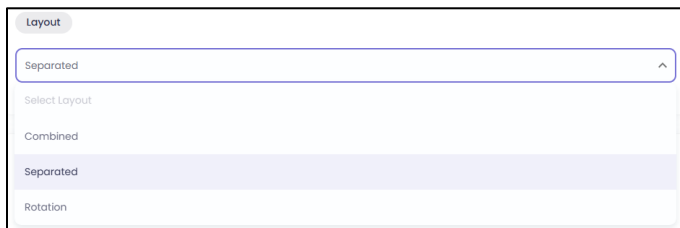
A screenshot of a configuration interface for the 'Matrices' feature. It shows a dropdown menu with the label 'Matrices' in a grey pill. The menu is open, showing five options: 'Select Matrices' (highlighted in light blue), 'Car Count', 'Average Time', 'Rolling Average', and 'Goal Achieved %'.

The **'Refresh After'** field configures how often the Leaderboard refreshes and updates the ranking data. 1 minute is the minimum time with a maximum of 59 minutes and 59 seconds.



A screenshot of a configuration interface for the 'Refresh After' field. It shows a text input field with the label 'Refresh After' in a grey pill. The field contains the value '01:00' and has a clock icon on the right side.

The **'Layout'** configuration selection lets you view the Leaderboard dashboard on a **separate** monitor plugged into HDMI 2 of the timer, or **combined** into the same timer dashboard on the same monitor, or **rotating** between the timer dashboard and leaderboard dashboard by the time interval defined in the **'Refresh After'** section explained above. **Please reboot your timer. If the leaderboard does not appear on the 2nd monitor for the separated layout; and it is your first time connecting the 2nd monitor.**



A screenshot of a configuration interface for the 'Layout' feature. It shows a dropdown menu with the label 'Layout' in a grey pill. The menu is open, showing four options: 'Separated' (highlighted in light blue), 'Select Layout', 'Combined', and 'Separated'.

The **'Schedule'** drop down lets you select the Schedules that are available for your Leaderboard ranking. These schedules are from your timer which can be referenced on pages 23-25.



A screenshot of a configuration interface for the 'Schedule' feature. It shows a dropdown menu with the label 'Schedule' in a grey pill. The menu is open, showing one option: 'Day Part(s)'.

The Leaderboard Dashboard example view is shown below:

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 %	Day Part(s) Winners		
						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.

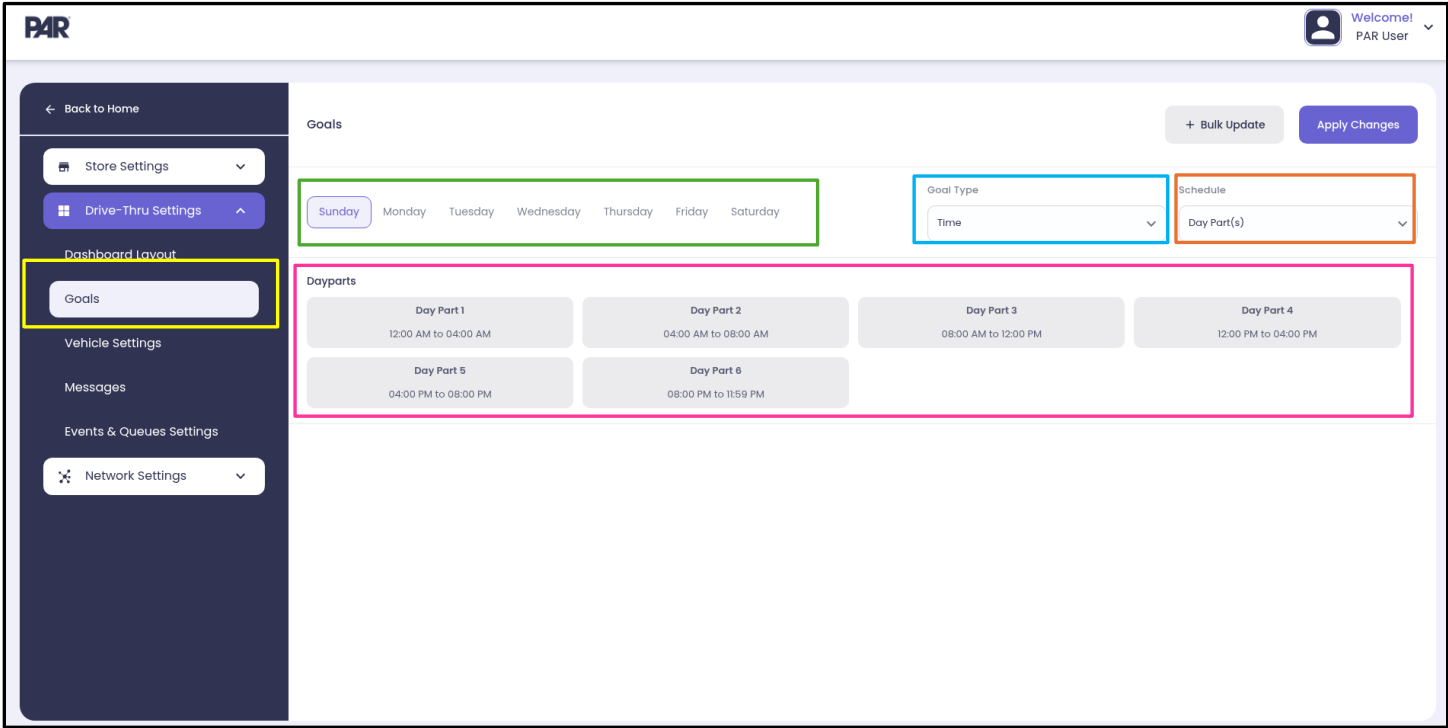
Green box highlighted shows the current schedule for the competition.

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

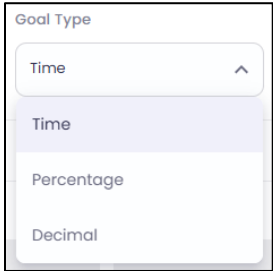
Purple box highlighted shows the current live day and time of the Leaderboard competition.

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**



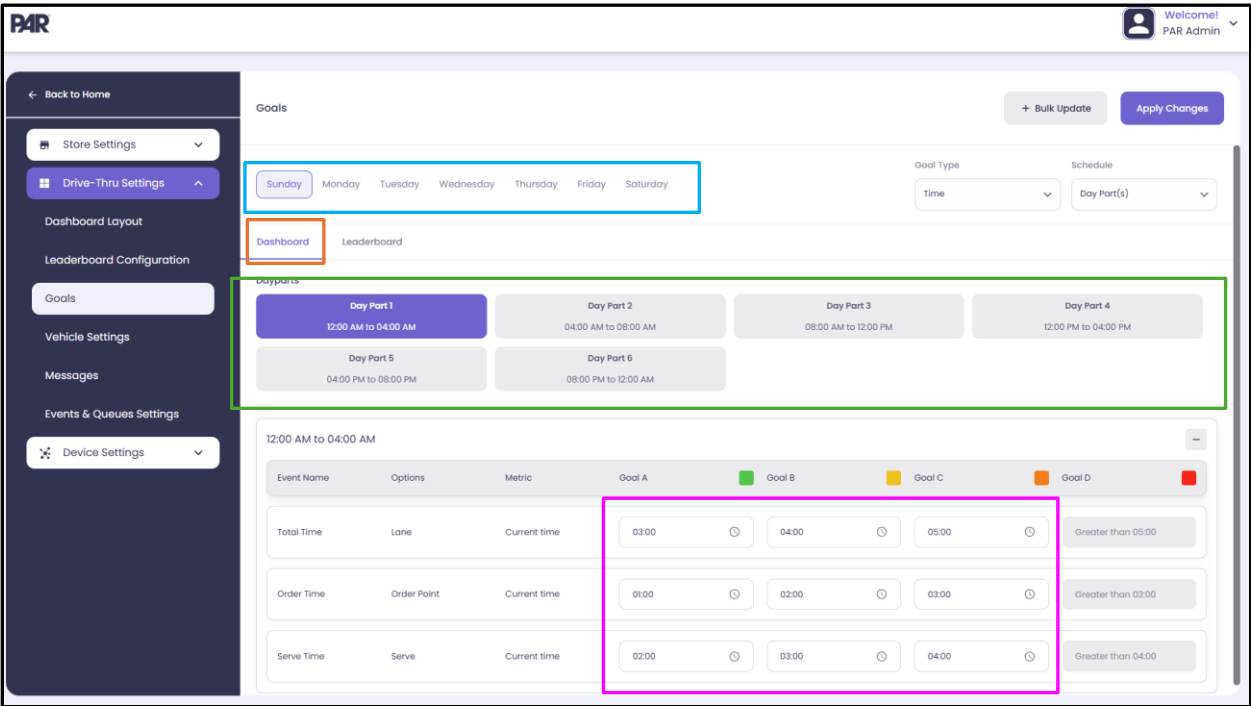
Goal Type:	Definition
Time	Goals that are related to time format types such as minutes and seconds.
Percentage	Goals that are related to percentage format types such as percentage achieved.
Decimal	Goals that are related to whole number format types such as car count and cars in lane.

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



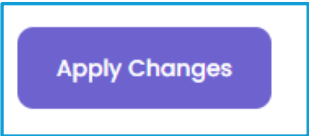
Once the Goal Type and the Schedule have been selected, under **Dashboard**, you can click on the corresponding **days** and **dayparts** of that schedule to view or **edit the goals**.



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.

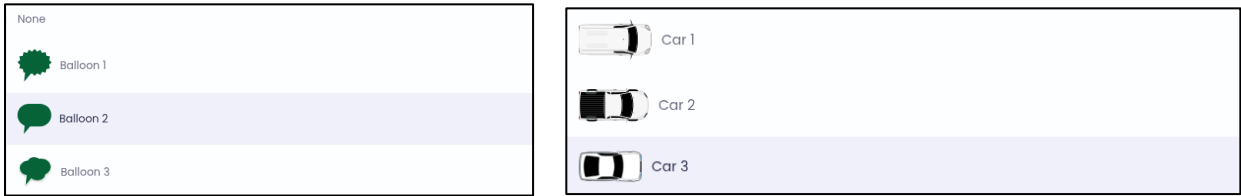


You can also do a bulk update, per schedule, instead of doing every single day for each daypart. If so, **select the days and dayparts** you desire or click on **‘Select All’**, and then ensure to click **‘Update’** for the changes to take effect.

Vehicle Settings

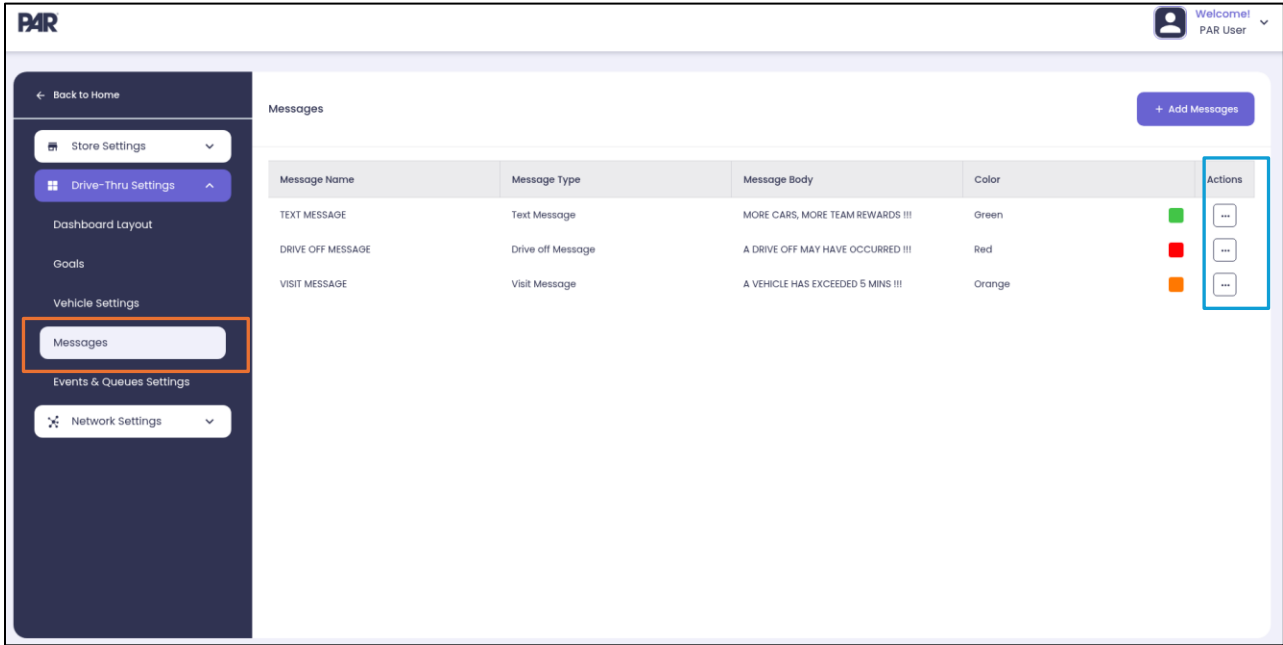
To edit the Vehicle Settings, click on the Vehicle Settings tab. Here you can select to have no balloon time icons next to the vehicle; or select from the **3 balloon icons**. You can also select from the **3 vehicle icons**, as shown below. Be sure the click on **'Apply Changes'** after making any edits.

7/23/26 rev 2.3 PAR DT Portal



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

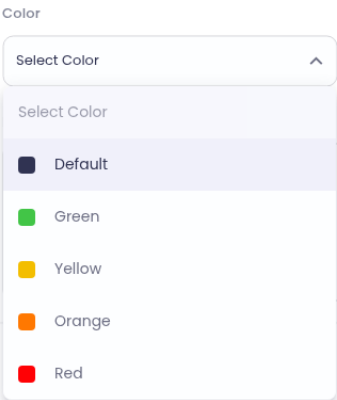
Event Message

Queue Message

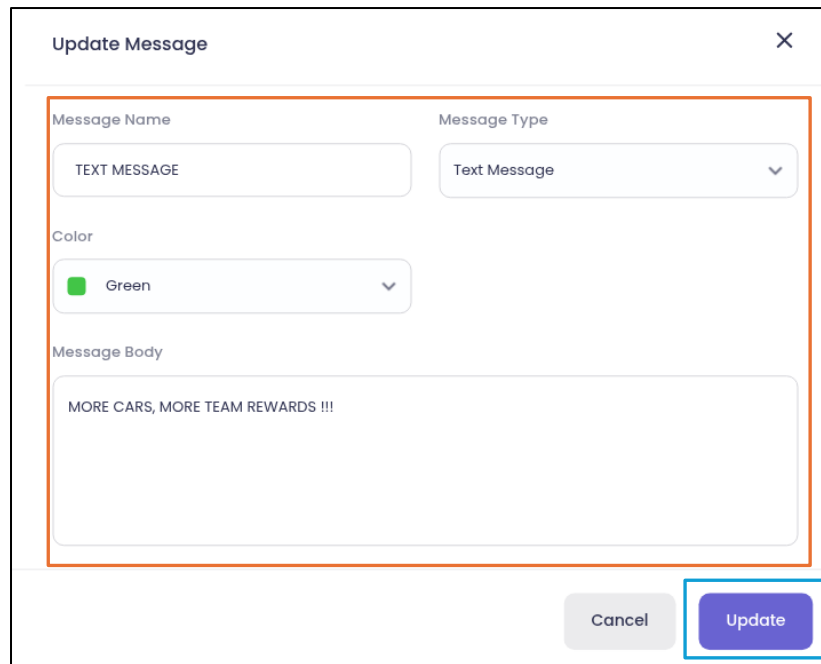
Lane Message

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:



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.

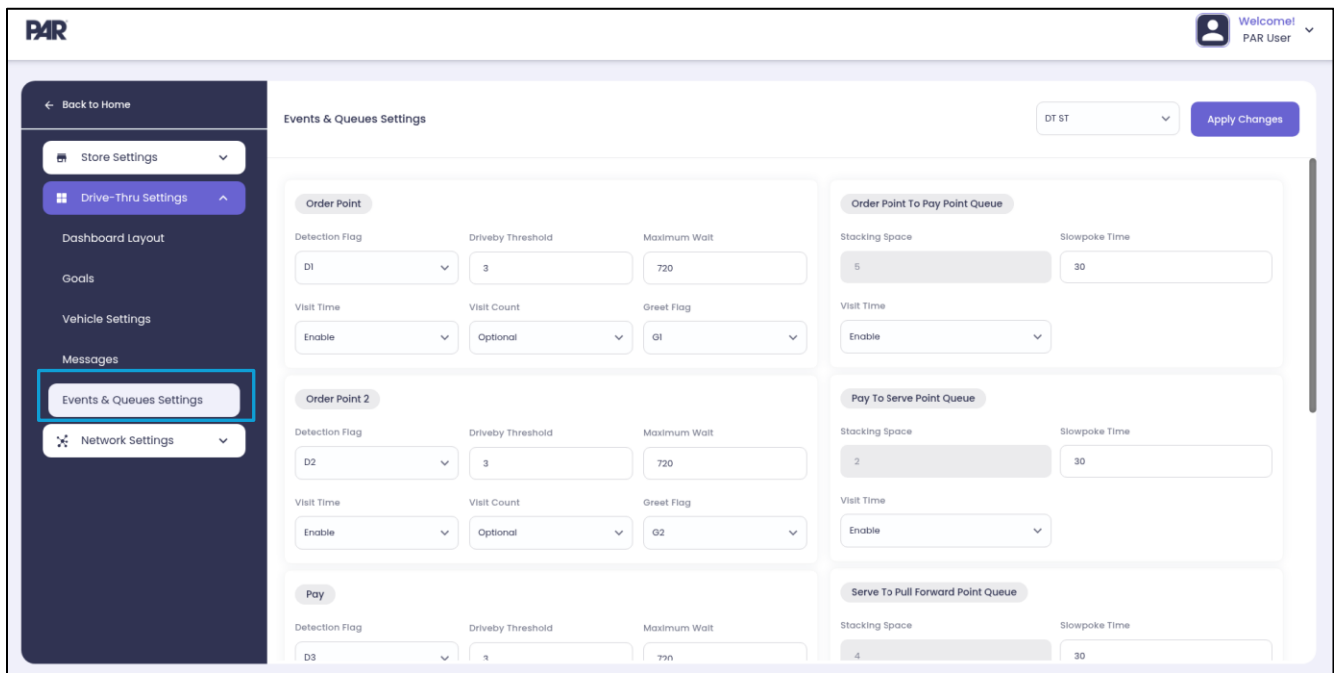


The 'Update Message' dialog box contains the following fields:

- Message Name:** A text input field containing 'TEXT MESSAGE'.
- Message Type:** A dropdown menu with 'Text Message' selected.
- Color:** A dropdown menu with 'Green' selected, accompanied by a small green square icon.
- 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' (expanded), 'Dashboard Layout', 'Goals', 'Vehicle Settings', 'Messages' (with 'Events & Queues Settings' highlighted), 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 four sections:

- Order Point:**
 - 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: 1
 - 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

DT ST

Apply Changes

TKIO

PTIO

TKIO Timer Picture below:



PTIO Timer 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 ST

Apply Changes

Select Template

DT ST

DT OEPE

DT OEV

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

DI

Driveby Threshold

3

Maximum Wait

900

Visit Time

Enable

Visit Count

Optional

Greet Flag

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.
Drive by 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

5

Slowpoke Time

30

Visit Time

Enable

Apply Changes

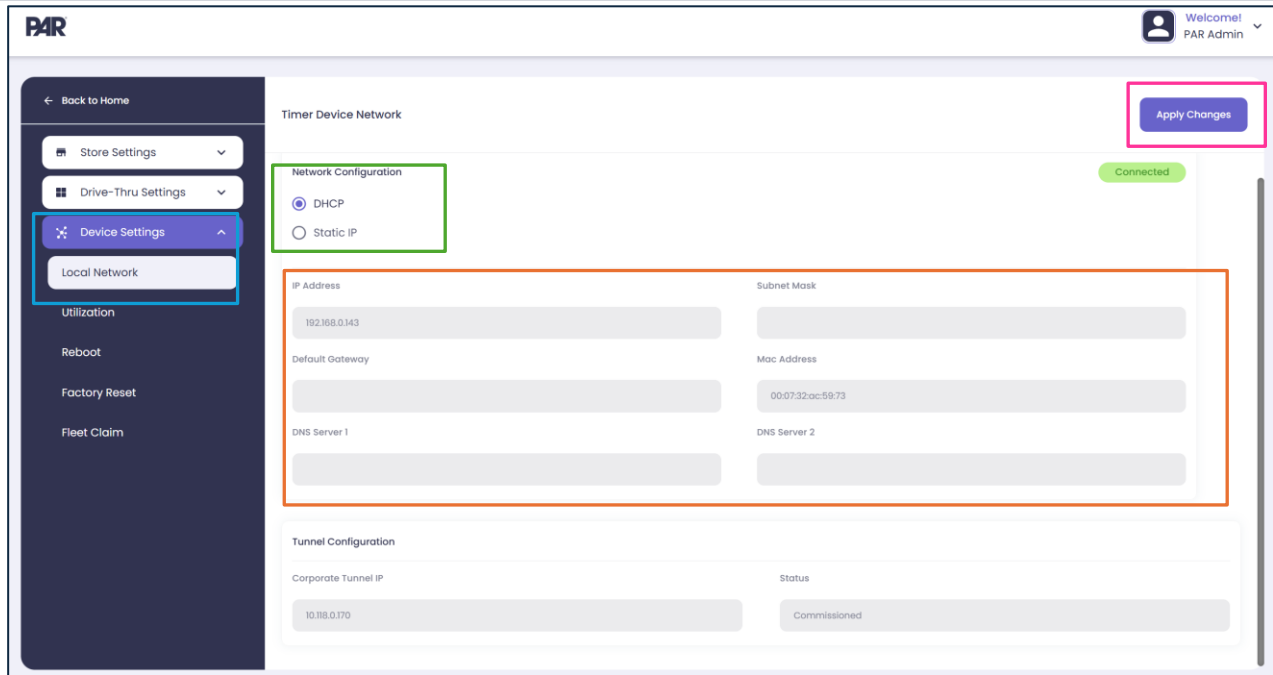
Queue Settings:	Definition:
Stacking Space	This is defined in previous 'Store & Lane Layout, section 'Stacking Spaces' page 9, in the event you need to edit this again. The Stacking Space is the number of cars that fit in lane from the subject event point to the next one, not including the cars at those 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

Device Settings cover the hardware and network functions of the timer, such as local network configuration, utilization, reboot, factory reset, and fleet claim (registering the device to your organization).

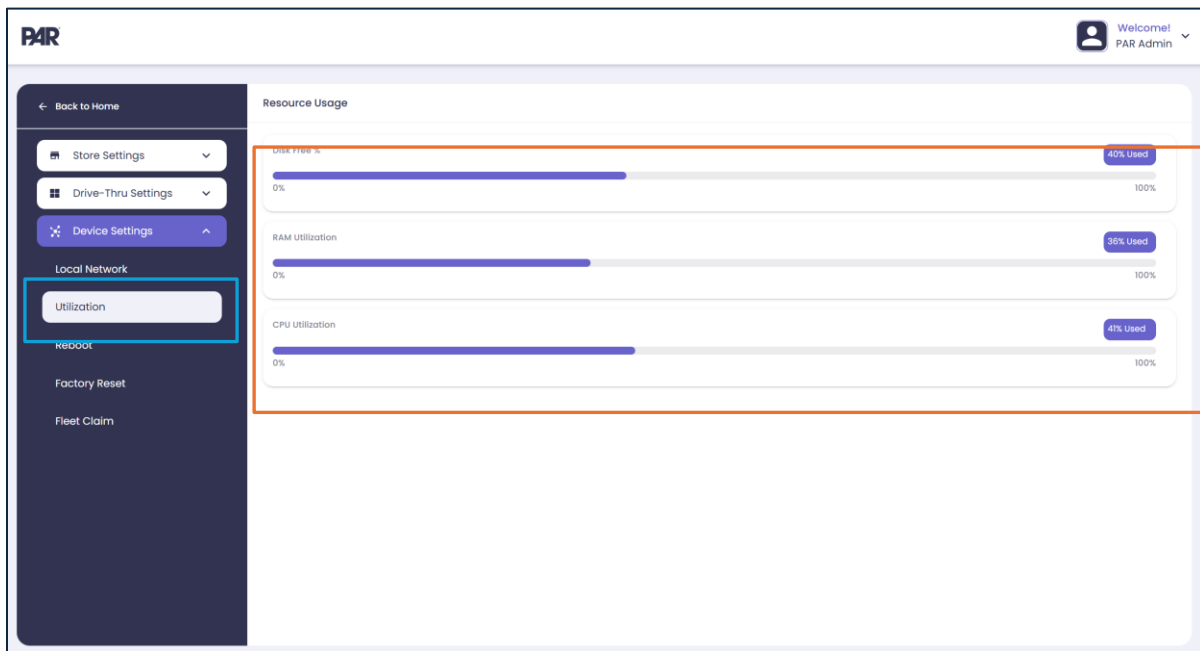
Local Network

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.



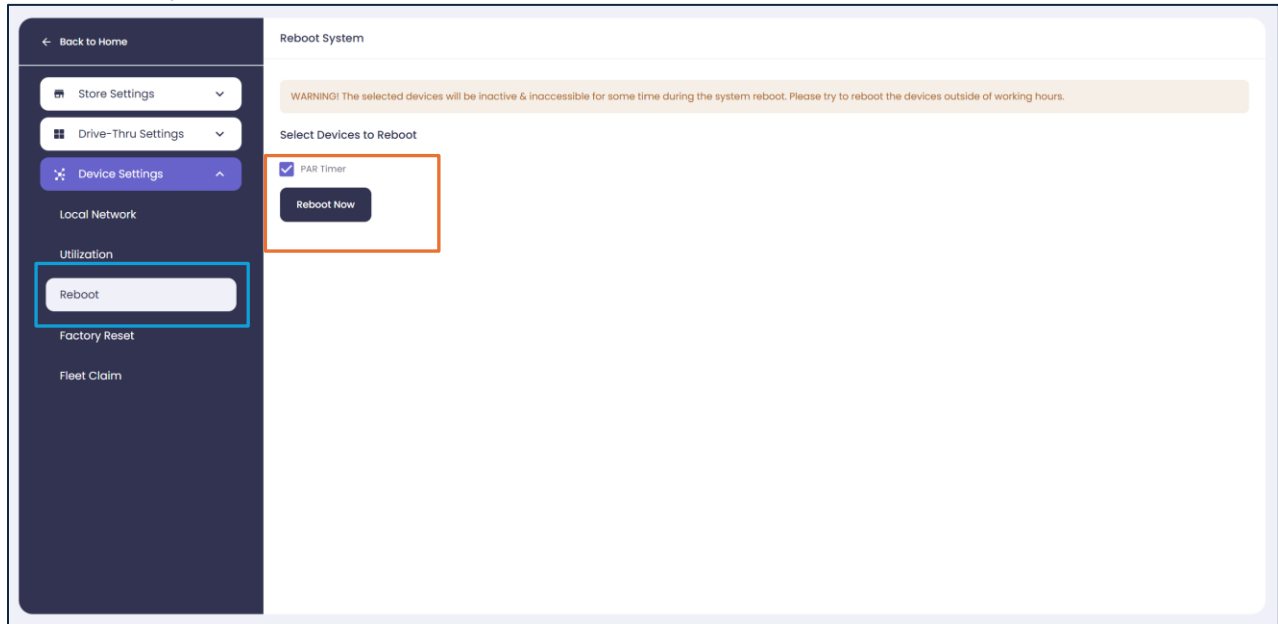
Utilization

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.

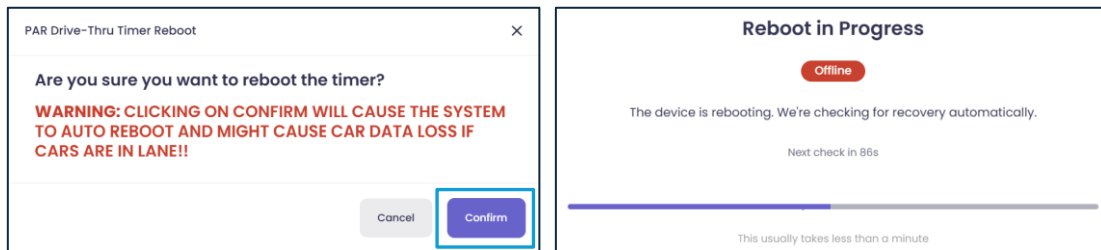


Reboot

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'**.

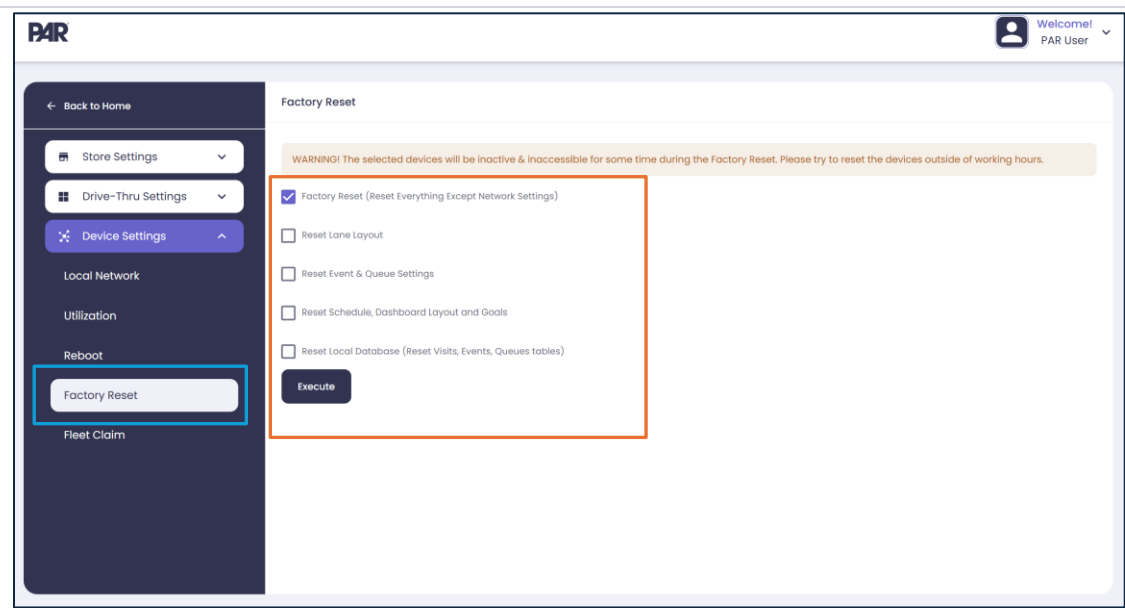


It will then ask you to confirm if you want to proceed with the reboot. Click **"Confirm"** as desired, and a progress window will appear. The timer will proceed to reboot and come back up in approximately 1 to 2.5 minutes.



Factory Reset

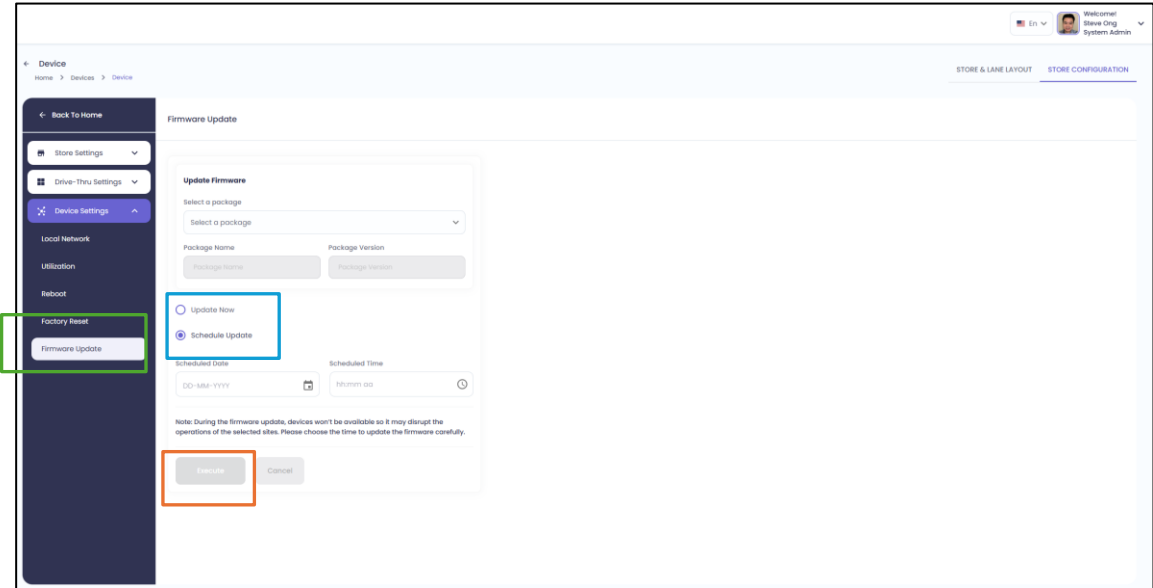
The Factory Reset tab lets you reset different or all settings of the timer. This should be left for the installation team or support team but can be executed by the user if needed. **Select the appropriate settings** and click on **Execute**.



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 Drive by 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.

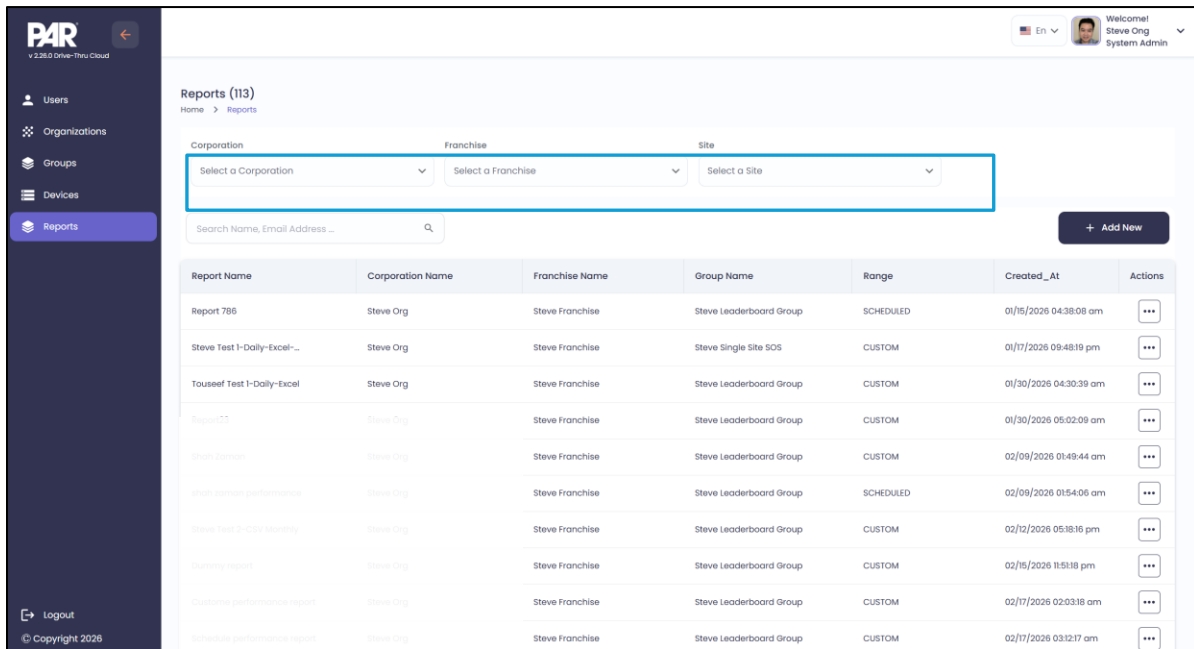
Firmware Update

For PAR Admins only, the **Firmware Update** tab lets you update the timer to the latest and or available versions. Select the firmware package and click **Update Now or Schedule Update**. Then click on **‘Execute’** to update.



7. Reports

The Reports section is where you build, run, schedule, and export Drive-Thru reports. The main screen lists every saved report and can be **filtered by Corporation, Franchise, and Site**. Each report shows its Report Name, the Corporation, Franchise, and Group it applies to, its Range (Custom or Scheduled), and the date it was created.

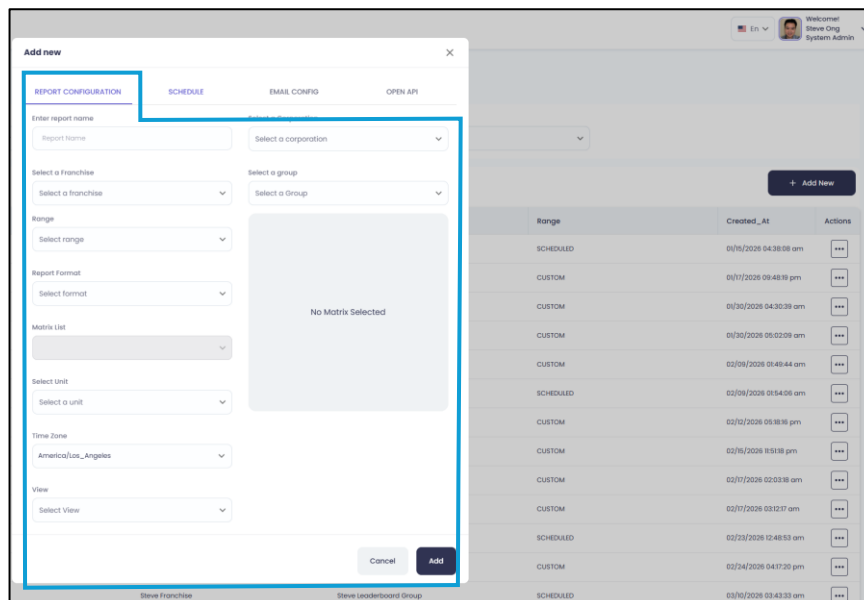


The Reports screen listing saved reports.

Creating & Configuring a Report

Select Add New to create a report or use the Actions menu on an existing report to edit it. The report editor is organized into tabs: **(be sure to click 'Add' for new reports, or 'Update' when editing existing reports)**

- **Report Configuration** — name the report and choose the organization, group, the sites it covers, the range, report format, the metrics to include, the time units, time zone and the report view.



Report Range Types	Definition
Custom Time Range	The report is generated by selecting customized dates and time ranges.
Schedule Time Range	The report is generated by creating schedule ranges

Report Format Types	Definition
Car Report	The report format will show individual car times will be shown per car per row
Performance Report	The report format will show performance metrics such as average times, car counts and % goal achieved.

Report Matrix List (Car Report)	Definition
Visit ID	This is the car/vehicle visit ID number for the timer database
Begin Time	This is the time the car/vehicle visit started
Lane ID	This is the Lane ID number, for example, 1 for Lane 1, and 2 for Lane 2.
Drive Off	This is the drive off flag, 1=drive off true, 0=drive off false
Total Time	This is the total journey time for the car/vehicle for the configured Lane Layout
Preview Loop Time	This is the time the car/vehicle has been at the Preview Loop point
Greet Time	This is the time it takes the order taker to greet the guest upon a car/vehicle arrival at the order post
Order Point	This is the time the car/vehicle has been at the Order point
Pay Time	This is the time the car/vehicle has been at the Pay point
Serve Time	This is the time the car/vehicle has been at the Serve point
Pull Forward Time	This is the time the car/vehicle has been at the Pull Forward point
P1 Time	This is the time the car/vehicle has been at the Parking Pull Forward point 1
P2 Time	This is the time the car/vehicle has been at the Parking Pull Forward point 2
P3 Time	This is the time the car/vehicle has been at the Parking Pull Forward point 3
M1 Time	This is the time the car/vehicle has been at the Mobile Parking point 1
M2 Time	This is the time the car/vehicle has been at the Mobile Parking point 2
M3 Time	This is the time the car/vehicle has been at the Mobile Parking point 3
Q1 Time	This is the time the car/vehicle has been in the Queue between the first and second detection points (for dual lane, Q1 is between order point 1 and the next detection point followed in the lane)
Q2 Time	This is the time the car/vehicle has been in the Queue between the second and third detection points (for dual lane, Q2 is between order point 2 and the next detection point followed in the lane)
Q3 Time	This is the time the car/vehicle has been in the Queue between the third and fourth detection points
Q4 Time	This is the time the car/vehicle has been in the Queue between the fourth and fifth detection points

Report Matrix List (Performance Report)	Definition
Lane Average Time	This is the average time the cars/vehicles have spent from entry to exit in the specified timer lane configuration layout
Lane Car Count	This is the total car/vehicle count for the specified timer lane configuration layout
Lane Goal Percentage Achieved	This is the % of cars/vehicles that have reached the Lane Goal time for the specified timer lane configuration layout
Preview Average Time	This is the average time the cars/vehicles have spent at the Preview point
Preview Car Count	This is the total car/vehicle count for the Preview point
Preview Goal Percentage Achieved	This is the % of cars/vehicles that have reached the Preview Goal time
Greet Average Time	This is the average time the order takers have taken to Greet the guests upon a car/vehicle arrival at the order post
Greet Car Count	This is the total Greet Counts the order takers have taken at the order post
Greet Goal Percentage Achieved	This is the % of car/vehicles that have reached the Greet Goal time
Order Average Time	This is the average time the car/vehicles have spent at the Order point
Order Car Count	This is the total car/vehicle count for the Order point
Order Goal Percentage Achieved	This is the % of car/vehicles that have reached the Order Goal time
Pay Average Time	This is the average time the car/vehicles have spent at the Pay point
Pay Car Count	This is the total car/vehicle count for the Pay point

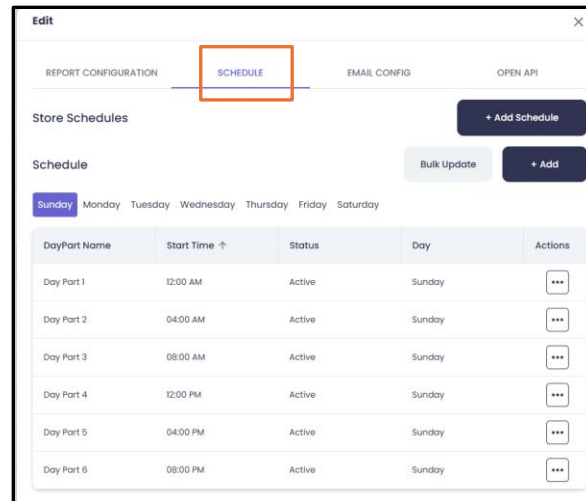
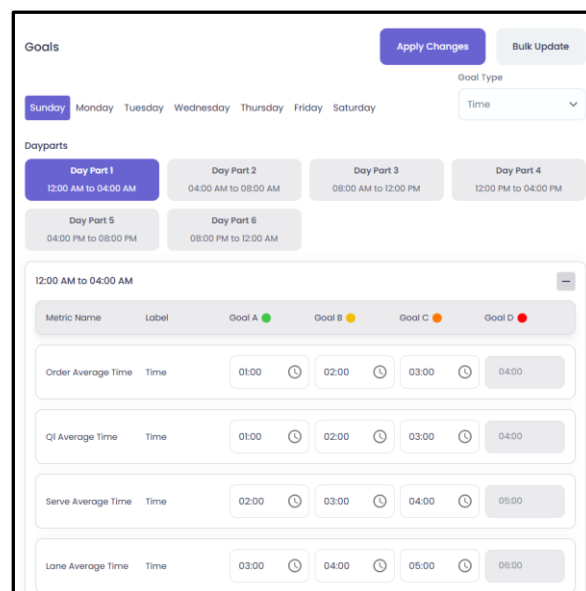
Pay Goal Percentage Achieved	This is the % of car/vehicles that have reached the Pay Goal time
Serve Average Time	This is the average time the car/vehicles have spent at the Serve point
Serve Car Count	This is the total car/vehicle count for the Serve point
Serve Goal Percentage Achieved	This is the % of car/vehicles that have reached the Serve Goal time
Pull Forward Average Time	This is the average time the car/vehicles have spent at the Pull Forward point
Pull Forward Car Count	This is the total car/vehicle count for the Pull Forward point
Pull Forward Percentage Achieved	This is the % of car/vehicles that have reached the Pull Forward Goal time
Q1 Average Time	This is the average time the car/vehicles have spent in the Queue between the first to second detection points (for dual lane, Q1 is between order point 1 and the next detection point followed in the lane)
Q1 Car Count	This is the total car/vehicle count for Q1
Q1 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Q1 Goal time
Q2 Average Time	This is the average time the car/vehicles have spent in the Queue between the second to third detection points (for dual lane, Q2 is between order point 2 and the next detection point followed in the lane)
Q2 Car Count	This is the total car/vehicle count for Q2
Q2 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Q2 Goal time
Q3 Average Time	This is the average time the car/vehicles have spent in the Queue between the third to fourth detection points
Q3 Car Count	This is the total car/vehicle count for Q3
Q3 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Q3 Goal time
Q4 Average Time	This is the average time the car/vehicles have spent in the Queue between the fourth to fifth detection points
Q4 Car Count	This is the total car/vehicle count for Q4
Q4 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Q4 Goal time
P1 Average Time	This is the average time the car/vehicles have spent at the Parking Pull Forward point 1
P1 Car Count	This is the total car/vehicle count for the Parking Pull Forward point 1
P1 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Parking Pull Forward point 1 Goal time
P2 Average Time	This is the average time the car/vehicles have spent at the Parking Pull Forward point 2
P2 Car Count	This is the total car/vehicle count for the Parking Pull Forward point 2
P2 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Parking Pull Forward point 2 Goal time
P3 Average Time	This is the average time the car/vehicles have spent at the Parking Pull Forward point 3
P3 Car Count	This is the total car/vehicle count for the Parking Pull Forward point 3
P3 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Parking Pull Forward point 3 Goal time
P4 Average Time	This is the average time the car/vehicles have spent at the Parking Pull Forward point 4
P4 Car Count	This is the total car/vehicle count for the Parking Pull Forward point 4
P4 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Parking Pull Forward point 4 Goal time
M1 Average Time	This is the average time the car/vehicles have spent at the Mobile Parking point 1
M1 Car Count	This is the total car/vehicle count for the Mobile Parking point 1
M1 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Mobile Parking point 1 Goal time
M2 Average Time	This is the average time the car/vehicles have spent at the Mobile Parking point 2
M2 Car Count	This is the total car/vehicle count for the Mobile Parking point 2
M2 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Mobile Parking point 2 Goal time
M3 Average Time	This is the average time the car/vehicles have spent at the Mobile Parking point 3
M3 Car Count	This is the total car/vehicle count for the Mobile Parking point 3
M3 Goal Percentage Achieved	This is the % of car/vehicles that have reached the Mobile Parking point 3 Goal time
Lane Drive Off Count	This is the total drive off car/vehicle count for the specified timer lane configuration layout

Unit Types	Definition
Seconds	The time format of the report will be shown in the seconds format only
Minutes: Seconds	The time format of the report will be shown in the minutes and seconds format

Time Zones	Definition
Country/City	The time zone for the country and city that the report will use

View	Report Format Available	Definition
Tabular	Car Report or Performance Report	The report format will display in a tabular format for viewing and downloading
Line Graph	Performance Report	The report format will display in a line graph format for viewing and downloading
Pie Chart	Performance Report	The report format will display in a pie chart format for viewing and downloading
Bar Chart	Performance Report	The report format will display in a bar chart format for viewing and downloading
Gauges	Performance Report	The report format will display in a gauge format for viewing and downloading

- **Schedule/Goals** — when a report range is selected for a schedule type, you can define the schedule dayparts. There are also default schedules available, such as hourly, daypart, shift, and daily. Refer to page 23-25 for updating schedules as these follow the same configuration formats.
 - **Report Goals**- these are defaulted to standard goal times for each of the event(s) but can be changed as needed. Please refer to page 36-38 as the goal types and configuration formats are the same.

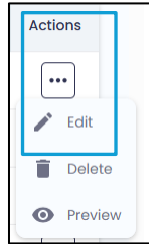
- **Email Config** — **enable the Email feature** to have reports sent **to specific email addresses**. **choose the format (Excel, CSV, PDF)**, **add recipients**, **set the frequency (daily, weekly, monthly, or custom)**, **schedule time to be sent**. There is also the option to **send the report on demand as needed or for testing purposes**. Ensure to click '**Update**' after making any edits.

- **Open API** — generate or revoke an API token so report data can be retrieved programmatically. Click on **Download** for the API user guide as each guide is specific to the timer report it is generated from.

Figure 7.2 — The report editor, showing the Email Config tab for scheduled delivery.

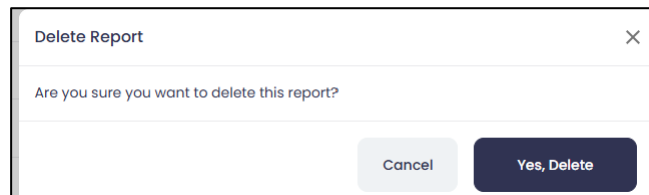
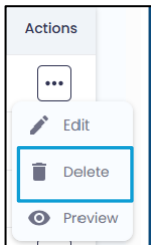
Edit a Report

To edit a report, go to 'Actions' of that report on the right side, click on it, and select 'Edit'. From there if you need to edit the report, please refer to pages 46-50 above.



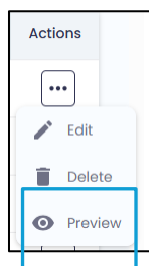
Delete a Report

To delete a report, go to 'Actions' of that report on the right side, click on it, and select 'Delete'. From there, you can cancel or click on 'Yes, Delete' to confirm to move forward with deleting the report. Only PAR Admins can delete reports.



Preview/Run a Report

To view/run a report, go to 'Actions' of that report on the right side, click on it, and select 'Preview'.



Report Views

Depending on your configuration from pages 46-49 your reports will look like the examples below:

- A. Select the Date and Daypart(s) for Schedule Time Range format reports. For Custom Time Range format reports select Start Date and End Date, and Time Range.

Select Date

2026-07-15

Select Daypart

All Dayparts

OR

Start Date

2026-07-15 | 00:00

End Date

2026-07-15 | 23:59

Time Range

Last 7 days

- B. Select **Fetch** to generate the **report on the screen**.

Steve Single Site 1- SOS Daily Summary

Home > Steve Single Site 1- SOS Daily Summary

Car Report

Start Date

2026-07-09 | 00:00

End Date

2026-07-15 | 23:59

Time Range

Last 7 days

Download

Fetch

STEVE_10

#	Visit ID	Begin Time	Lane ID	Drive Off	Order Point	QI Time	Serve Time	Total Time
1	2732	07/15/2026 12:05:10 AM	1	1	7:57	1:49	--	9:46
2	2731	07/15/2026 12:07:07 AM	1	00	--	--	7:04	7:04
3	2734	07/15/2026 12:20:03 AM	1	1	7:36	1:25	--	8:41
4	2733	07/15/2026 12:21:51 AM	1	00	--	--	6:08	6:08
5	2736	07/15/2026 12:33:11 AM	1	1	7:30	1:36	--	8:46

- C. Select **Download** to export and save the reports for sharing or printing. Then select **Excel**, **CSV**, or **PDF** to export and save the reports for sharing or printing. Click **Download** again and save to your computer for distribution as needed.

Select Date

2026-07-15

Select Daypart

All Dayparts

Download

Fetch

Add new

Select format

☒ Excel
 ☐ CSV
 ☐ PDF

Cancel

Download

Sample report format- Tabular View- Car Report-Schedule Time Range- Single Site

Steve Single Site 1- SOS Daily Summary

Home > Steve Single Site 1- SOS Daily Summary

Car Report

Start Date: 2026-07-09 | 00:00 End Date: 2026-07-15 | 23:59 Time Range: Last 7 days

Download Fetch

STEVE_10

Wednesday 15 Jul 2026

#	Visit ID	Begin Time	Lane ID	Drive Off	Order Point	Q1 Time	Serve Time	Total Time
1	2732	07/15/2026 12:05:30 AM	1	1	7:57	1:49	--	9:46
2	2731	07/15/2026 12:07:07 AM	1	00	--	--	7:04	7:04
3	2734	07/15/2026 12:20:03 AM	1	1	7:36	1:25	--	8:41
4	2733	07/15/2026 12:21:51 AM	1	00	--	--	6:08	6:08
5	2736	07/15/2026 12:33:11 AM	1	1	7:30	1:38	--	8:46

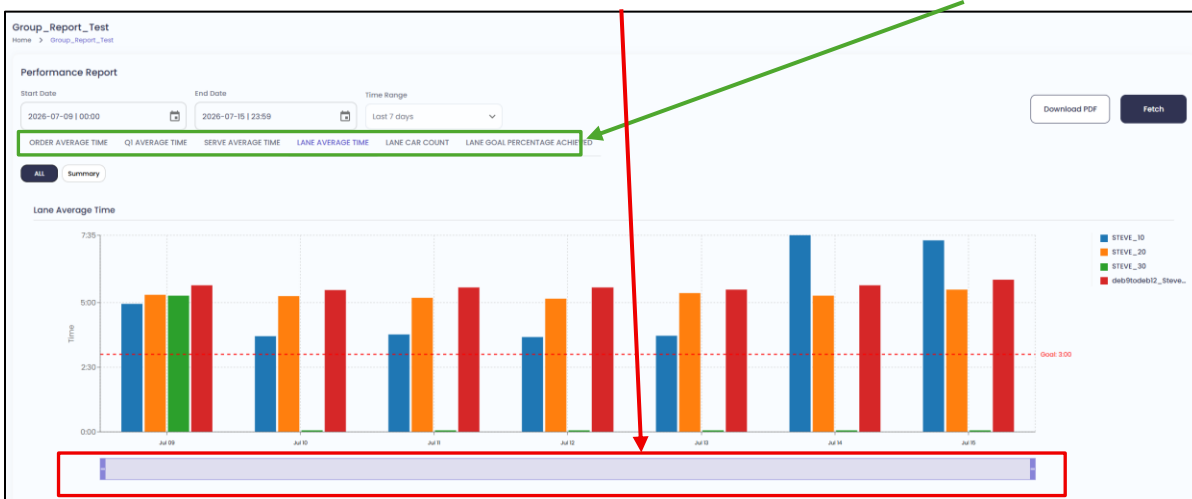
Sample report format- Bar Graph View- Performance Report- Custom Time Range- Single Site

(you can use the slider bar on the bottom to zoom in to dates as needed) (click on different metrics to view them)



Sample report format- Bar Graph View- Performance Report- Custom Time Range- Multiple Sites

(you can use the slider bar on the bottom to zoom in to dates as needed) (click on different metrics to view them)



Sample report format- Tabular View- Performance Report- Custom Time Range- Multiple Sites

Group_Report_Test

Home > Group_Report_Test

Performance Report

Start Date

2026-07-09 | 00:00

End Date

2026-07-16 | 23:59

Time Range

Last 7 days

Download

Fetch

Wednesday 10 Jul 2026

SITE	Order Average Time	QI Average Time	Serve Average Time	Lane Average Time	Lane Car Count	Lane Goal Percentage Achieved
STEVE_10	5:32	0:00	7:10	7:24	84	5.95
STEVE_20	0:00	0:00	5:31	5:31	54	0.88
Pub-Timer	0:00	0:00	0:00	0:00	00	00
deb@deb@2_50	0:00	0:00	5:53	5:53	107	00
Total	5:30	0:00	5:5	5:15	245	5.43

Tuesday 14 Jul 2026

SITE	Order Average Time	QI Average Time	Serve Average Time	Lane Average Time	Lane Car Count	Lane Goal Percentage Achieved
STEVE_10	5:24	1:05	7:13	7:25	85	5.26
STEVE_20	0:00	0:00	5:15	5:15	50	2.85
Pub-Timer	0:00	0:00	0:00	0:00	00	00
deb@deb@2_50	0:00	0:00	5:40	5:40	144	1.35
Total	5:24	1:05	5:53	6:15	405	5.47

Monday 13 Jul 2026

SITE	Order Average Time	QI Average Time	Serve Average Time	Lane Average Time	Lane Car Count	Lane Goal Percentage Achieved
STEVE_10	0:04	0:04	3:42	3:43	12	8.33
STEVE_20	0:00	0:00	5:22	5:22	151	00
Pub-Timer	0:00	0:00	0:00	0:00	00	00
deb@deb@2_50	0:00	0:00	5:30	5:30	147	0.88
Total	0:04	0:04	4:50	4:52	210	4.8

Sunday 12 Jul 2026

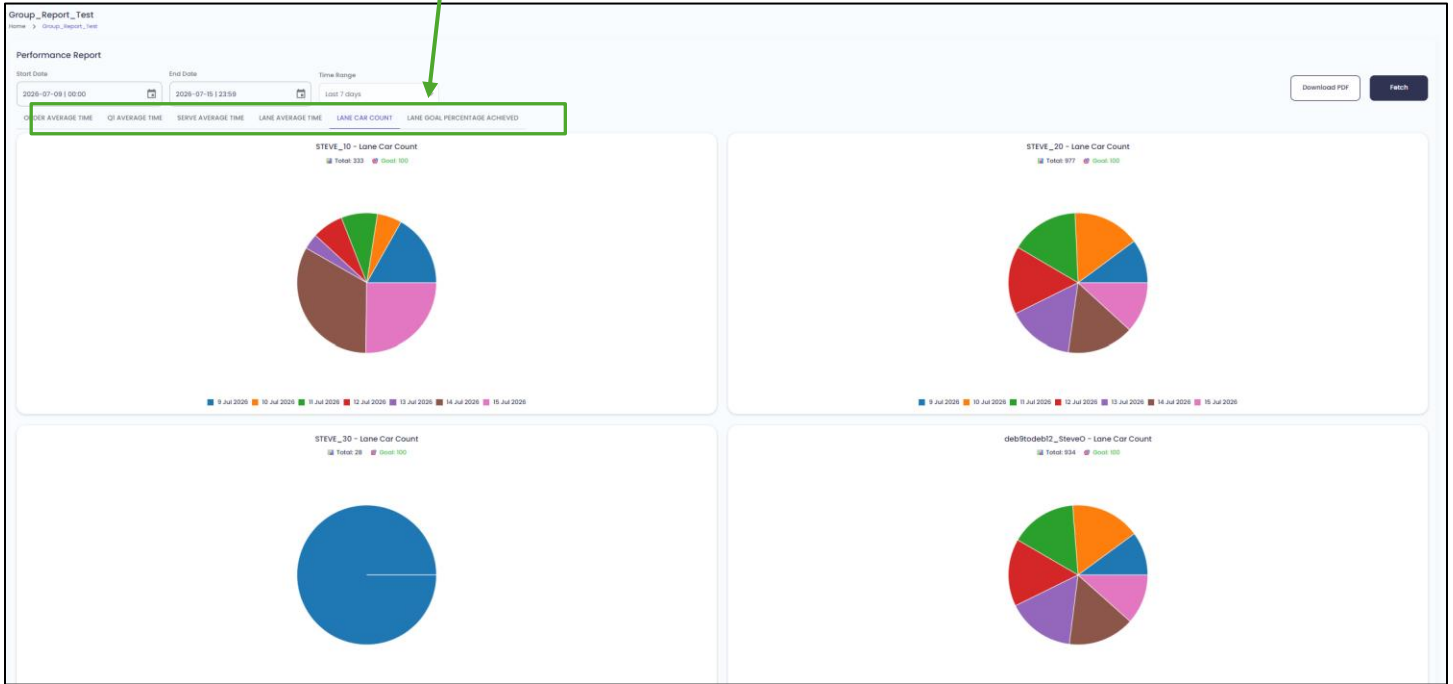
SITE	Order Average Time	QI Average Time	Serve Average Time	Lane Average Time	Lane Car Count	Lane Goal Percentage Achieved
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Sample report format- Line Graph View- Performance Report- Custom Time Range- Multiple Sites
(click on different metrics to view them)



Sample report format- Pie Chart Graph View- Performance Report- Custom Time Range- Multiple Sites

(click on different metrics to view them)



Sample report format- Gauge Graph View- Performance Report- Custom Time Range- Multiple Sites

(click on different metrics to view them)



8. Common Troubleshooting

Use the following table to resolve the most common issues. If a problem persists, contact PAR support with your site name, device MAC address, and a description of what you were doing when the issue occurred.

Issue	Possible Cause	What to Try
Cannot sign in / “Welcome” screen rejects credentials	Incorrect email, expired password, or account not yet provisioned	Confirm the email address, reset your password, and verify with your administrator that your account and role are active.
A menu or option described here is missing	Your role does not include that permission	Ask your administrator to confirm your role, or contact PAR support for the required access.
A screen shows “Loading...” for a long time	Slow or interrupted network connection	Check your internet connection, then use Refresh Page or reload the browser.
A device does not appear in the Devices list	Filters are hiding it, or the device is not yet claimed to your organization	Select Reset Filters. If it is still missing, verify the device is claimed under the correct organization (Device Settings › Fleet Claim).
Report returns no data	Date range or filters exclude all records, or the selected sites reported no traffic	Widen the date range or Time Range, confirm the correct Corporation/Franchise/Site and group are selected, then Fetch again.
Scheduled report email not received	Delivery not enabled, wrong address, or message filtered	Open the report’s Email Config tab, confirm delivery is enabled and the address is correct, use Send Test Email, and check spam/junk folders.
Layout or lane timing looks incorrect	Store & Lane Layout does not match the physical site	Reopen the device’s Store & Lane Layout wizard and verify the driver side, lane type, order points, and windows, then save.
Cannot access portal website	Blocked or closed internal site network	Contact your site IT administrator
Leaderboard 2 nd monitor not working	Needs a reboot and or the first time connecting a monitor to HDMI 2	Reboot the timer by going into the configuration or by doing a hard power reset.

For additional assistance, contact PAR Technology support.

ParTech, Inc
PAR Drive-Thru Systems
8383 Seneca Turnpike
New Hartford, New York 13413
Phone: 1-800-328-0033
Email: drivethrusupport@partech.com
Web: <https://www.partech.com/drive-thru/>