

User Guide

Insight Track[®] 2.1 Drive Thru Timing System

Insight T	RACK® Inte 1 Overview CUS O rs: 11 Pullou : 09:00 AM - 01:0	Novemb ts: 5 0 PM	er 20, 2019 9:33:35 AM PST	LINE 10		euros
	ane 1 Stations		La	ne 1 Time Trend		
	Current Avg	. Goal	10:00 9:00			
MENU	0:15 2:04	3:00	8:00			
GREET	0:04 0:49	0:05	6:00 5:00			
CASHIER	0:09 1:58	3:00	4:00		TIU 1000	Timer Interface Unit
PICKUP	0:00 1:31	3:00	1:00		Atta Local	
LINE	6:10 4:07	12:00	0 2 4 6 8	10 12 14 16 18 20 22 24 26 28 30		
Lane 1						L2 L3 L4
0:15			2:10	6:10		DELPHI

Document: USR-INSTRK, Rev. C Effective Date: December 16, 2019

Table of Contents

1	INT	RODUCTION	. 4
2	INS	IGHT TRACK [®] OVERVIEW	. 4
3	GEN	NERAL OPERATION	. 5
	3.1 3.2 3.3 3.4	Accessing the Management Interface Insight Application Launcher Insight Embedded Help Tool Tips Two Level Menu System	5 7 8
4	SYS	TEM OVERVIEW	. 9
5	cor	NFIGURATION MENU	11
	5.1 5.2 5.3 5.4 5.5 5.6 5.7 5.8	TARGETS	11 12 14 15 16 17 18
6	DAS	SHBOARD MENU	20
	6.1 6.2 6.3 6.4	DASHBOARD VIEWS – VEHICLES	21 22 26 27
7	ADI	MIN MENU	28
	7.1 7.2 7.3 7.4 7.5 7.6	GENERAL APPLICATION MANAGEMENT	28 30 30 31 32 32
8	REP	PORTING	33
9	TEC	HNICAL SUPPORT	34
10	DO	CUMENT REVISIONS	34

Document: USR-INSTRK, Rev. C

Table of Figures

Figure 1 - System Overview Diagram	4
Figure 2 - Insecure Connection Warning Example	5
FIGURE 3 - SECURITY EXCEPTION PAGE – ADD EXEMPTION	6
Figure 4 - Add Security Exception Page Example	6
Figure 5 - Management Interface Login Screen	7
Figure 6 - Application Launcher	7
Figure 7 - Tool Tips	8
FIGURE 8 - MENU LEVELS	8
Figure 9 - Top Level Menu Options	9
FIGURE 10 - A SIMPLE INSIGHT TRACK SYSTEM (FOR SINGLE LANE, TWO-WINDOW DRIVE-THRU)	9
Figure 11 - Elapsed Time Example	10
Figure 12 - Configuration Menu Options	11
Figure 13 - Setting Target Times	12
Figure 14 - Setting Hours	13
Figure 15 - Shift Settings	14
Figure 16 - Daypart Settings	15
Figure 17 - Event Setup	16
FIGURE 18 - MULTI-STATION EVENT SETTINGS	17
Figure 19 - Advanced Settings	19
Figure 20 - Dashboard Configuration	20
Figure 21 - Dashboard View Preview	20
Figure 22 - Single Lane Configuration View	21
Figure 23 - Y-Lane Configuration View	21
Figure 24 - Tandem Lane Configuration View	22
Figure 25 - Single Dashboard Value Quadrant View – Time	22
Figure 26 – Single Dashboard Value Quadrant View - Car Count	23
Figure 27 - Single Dashboard Value Quadrant View, with Goal and Average	23
Figure 28 - Time Trend Qudrant View	23
Figure 29 - ABC Performance Quadrant View	24
Figure 30 - Stations Quadrant View	24
Figure 31 - Stations Quadrant View with Goal Times	25
Figure 32 - Today vs Yesterday Day Parts Quadrant View	25
Figure 33 - Overview Quadrant View	26
Figure 34 - Overview Quadrant View with Focus on Feature	26
FIGURE 35 - DTIS LEGACY DASHBOARD VIEW 1	26
Figure 36 - DTIS Legacy Dashboard View 2	27
Figure 38 - Y-Lane Dashboard with Vehicle Time Tags	27
Figure 39 - Admin Menu	28
FIGURE 40 - GENERAL APPLICATION MANAGEMENT SCREEN	28
Figure 41 - Package Import Page	30
Figure 42 - User Management	30
Figure 43 - System Information Page	32
Figure 44 - Reports	33
Figure 45 - Generating a Report	33

Document: USR-INSTRK, Rev. C

1 Introduction

This document describes the Insight Track[®] system software configuration and use. The Insight Track[®] 2.0 Timer helps restaurant operators to manage a quick service drive-thru restaurant more efficiently and profitably by tracking the progress of customer vehicles at multiple points in the drive tru lane.

Management and staff can use this information in crucial ways to:

- Analyze service time
- Improve productivity
- Set performance goals and incentives
- Measure performance
- Predict staffing requirements based on past experience
- Compare shifts, seasons, and stores

Delphi's total Insight[®] solution is a software and hardware platform specifically designed to optimize the performance of drive thru restaurant operations. The platform includes:

- Insight TRACK drive thru timing solution
- Insight VERIFY order confirmation system
- Insight INFORM headset communication system
- Insight ENGAGE digital menu board solution
- Insight CONNECT Cloud based enterprise reporting

2 Insight Track[®] Overview

The Insight Track® Timer System software runs on a small form factor device referred to as the Insight Server Appliance (ISA). The ISA is connected to the Timer Interface Unit (TIU) and an HDMI display dashboard as shown below.





Document: USR-INSTRK, Rev. C

3 General Operation

3.1 Accessing the Management Interface

Configuration, status and reporting of the Insight Track[®] Timer System is all available through the Management Interface, accessed using an HTML5-compliant web browser over HTTPS.

You must know the IP address of the Insight Server Appliance (ISA) to access the Management

Interface. If you do not know the IP address of your ISA, turn it off and back on. When starting up, the IP address will be displayed on the Dashboard LCD in the lower left corner of the startup checklist.

To access the Management Interface, open a web browser and enter the following URL: https://<xxx.xxx.xxx>/configMgmt replacing the <xxx.xxx.xxx.xxx> text with your device's IP address. For example, if you have an ISA with an IP address of 192.168.11.129, you would enter https://192.168.11.129/configMgmt.

All content is securely delivered over the network using HTTPS, but the certificate used is self-signed as frequently Insight Track systems are not connected to the Internet. When you first access the Management Interface, you may receive an "Insecure Connection" warning like the one shown below:



Figure 2 - Insecure Connection Warning Example

If you receive this warning, click "Advanced", then "Add Exception", then "Confirm Security Exception".

Document: USR-INSTRK, Rev. C



Figure 3 - Security Exception Page - Add Exemption

Add Security Exception	×
You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.	
Server	
Location: https://192.168.11.129/configMgmt/	
Certificate Status	
This site attempts to identify itself with invalid information.	
Wrong Site	-
The certificate belongs to a different site, which could mean that someone is trying to impersonate this site.	
Unknown Identity	
The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature.	
Permanently store this exception	
<u>C</u> onfirm Security Exception Cancel	

Figure 4 - Add Security Exception Page Example

Document: USR-INSTRK, Rev. C

Once you have created the security exception in your browser, you will see the Management Interface login screen shown below:

Please Log in User Name: Password: Log in	

Figure 5 - Management Interface Login Screen

The default User Name is **delphidisplay** The default Password is **!ns!ght**

3.2 Insight Application Launcher

Once you log in, you will see the Application Launcher.

	Insight Qu	ick Launche	r
QUICK R Quick Report 1 Undefined	EPORTS Quick Report 2 Undefined Configure Report Canfi	Acc Quick Report 3 Undefined	Configure Report
TRACK			Speed of Service
Reports Speed of service reporting engine	Dashboard Display Select and view real- time analytics dashboard	Score Compete on Time between stores	Configuration Configure timing system settings
VERIFY			Order Confirmation
Reports Drive-thru sales reports	Order Confirmation Scre View current order confirmation details in real- time	en	Configuration Configure order confirmation settings
INFORM		Head	set Communication
Configuration Configure headset Settings			

Figure 6 - Application Launcher

All the Insight applications can be accessed from the application launcher. To edit your Track[®] configuration, click on the "Configuration" box under the "TRACK" header.

Note: Icons representing solutions not licensed will be grayed out and not selectable. For example, if you only have a Track timer without integrated Verify OCS, the buttons for Verify will be grayed out. In the example above, the ISA has the Track and Verify solutions licensed and enabled, and Score and Inform are disabled.

Document: USR-INSTRK, Rev. C

3.3 Insight Embedded Help Tool Tips

Help is embedded in the Insight Track Management Interface. Hover your mouse over any particular input field or button, and the application will display a help tip for that feature.

Insight TRACK®			SYSTEMS
	User Name: Insight Admin	Admin	Log Out
Insight Home Configuration Dashboard			
Targets Hours Shifts Day Parts Events Multi Station Sound Advanced State	Settings		
Event and Time Period			
Event 1 MENU V Day Sunday V Day Part 1 V	Copy to All Day Parts Copy to	o All Days	Copy to All
Target Times for Event and Period			
A <= 10			
B <= 30			
C <= 40			
D <= 70			
F > [70]			
			Cancel Save

Figure 7 - Tool Tips

3.4 Two Level Menu System

The Insight Track® Management Interface utilizes a two-level menu system. The top level contains main sections for configuration, and the bottom level contains detailed pages for the particular section selected.

Insight TRAC	Top level menu	User Name: Insight Admin	Admin Log.OU	∎ s ut
Insight Home Configuration Dashboa:				
Targets Hours Shifts Day Parts Events Mu	Iti Station Sound Advanced	Settings		
Event and Time Period		\		
Event 1 MENU 🔽 Day 🍸	1~	Copy to All Day P	Copy to All	Click here
Во	ttom level			to log out
Target Times for Event and Pe	menu	Name of user		
A <= 10		signed in	Admin Link	
B <= 30				
C <= 40				
D <= 70				
F > [70]				
			Cancel	Save

Figure 8 - Menu Levels

Document: USR-INSTRK, Rev. C

The top-level menu contains three options:

Menu Name	Description
Insight Home	Return to the Insight Application Launcher
Configuration	View and set all configuration options for Track®
Dashboard	Configure and preview the dashboard display

Figure 9 - Top Level Menu Options

3.4.2 Bottom Level Menu

The bottom level menu items are different for each Top-Level Menu. They are explained in detail in this document.

4 System Overview

A fully functional Insight Track[®] System requires an Intercom System, Menu Board Loop with a Vehicle Detector, and the Insight Track Timer system. As a minimum, the Track Timer must include an ISA, a Timer Interface Unit (TIU) and a Dashboard Display. The TIU interfaces with the existing Intercom and Vehicle Detector, Cashier Loop and Pick-Up Loop (Window Loops), and optional Remote Displays. Up to thirty-two wireless Remote Displays may be connected to the ISA.



Single Lane Two Window Drive Thru

Figure 10 - A simple Insight Track System (for single lane, two-window drive-thru)

NOTE: Though this example depicts a "typical," simple system, the Insight Track[®] System can be configured for virtually any other drive-thru restaurant configuration.

The TIU's interface with the customer-furnished Wireless Headset System and Loop Detector allows the Track Timer to detect a vehicle that has been greeted via the headset system upon arrival at the Menu

Document: USR-INSTRK, Rev. C

(Order Point). Window Loops allow the Timer to detect the car's arrival at and departure from the cashier and pickup window and/or other detection points. For simplicity, the following sequence of events assumes that there are Loops at the Cashier Window and Pick-Up Window and that standard event timing is configured (note that the Insight Track® system can be configured for any type and sequence of event timing, this example merely indicates a simple standard timing sequence):

- 1. A vehicle arrives at the Menu Board where the Loop detects its presence. A VEHICLE PRESENCE SIGNAL is sent by the Vehicle Detector to the Track System which starts the timing sequence.
- 2. An employee keys the Intercom microphone to greet the customer. The employee's voice generates a GREET CANCEL signal that is sent to the Track System which records the 1-2 time as the GREET time.
- 3. When the vehicle departs from the Menu Board deactivating the Menu Board Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Track System interprets the 1-3 time as the MENU time.
- 4. When the vehicle departs from the cashier's window deactivating the Cashier Loop the VEHICLE PRESENCE SIGNAL discontinues. The Track System interprets the 4-5 time as the Cashier time.
- 5. When the vehicle departs from the pick-up window, deactivating the Pick-Up Loop, the VEHICLE PRESENCE SIGNAL discontinues. The Track System interprets the 6-7 time as Pick- Up time. Additionally, the Track System interprets the 1-7 time as this customer's total Line Time.





Figure 11 - Elapsed Time Example

NOTE: Total Line Time includes the queue time between 3-4 and 5-6

Document: USR-INSTRK, Rev. C

EVENT 1	\rightarrow	Arrival of vehicle at Menu Board Loop	\rightarrow	Generates VEHCLE PRESENCE signal, "Menu" and "Greet" event arrivals
EVENT 2	\rightarrow	Employee keys microphone to greet customer	\rightarrow	Generates GREET CANCEL signal, "Greet" event departure
EVENT 3	\rightarrow	Vehicle departs from Menu Board Loop	\rightarrow	Discontinues VEHICLE PRESENCE signal, "Menu" event departure
EVENT 4	\rightarrow	Vehicle arrives at Cashier Loop	\rightarrow	Generates VEHICLE PRESENCE signal, "Cashier" event arrival
EVENT 5	\rightarrow	Vehicle departs from Cashier Loop	\rightarrow	Discontinues VEHICLE PRESENCE signal, "Cashier" event departure
EVENT 6	\rightarrow	Vehicle arrives at Pick-Up Loop	\rightarrow	Generates VEHICLE PRESENCE signal, "Pickup" event arrival
EVENT 7	\rightarrow	Vehicle departs from Pick- Up Loop	\rightarrow	Discontinues VEHICLE PRESENCE signal, "Pickup" event departure

5 Configuration Menu

The Configuration Menu contains all the configuration parameters and options for Insight Track[®]. The following pages are available through the bottom level menu:

Config Menu Name	Description		
Targets	Set and view target times for 'A', 'B', 'C', 'D' and 'F' grades for each		
	event, for each day part		
Hours	Set and view store operational hours, and fiscal calendar settings		
Shifts	Set and view crew shifts for each day of the week		
Day Parts	Set and view day parts for each day of the week		
Events	Set and view each station event, and multi-station event names		
Multi Station	Set and view the detail of each multi-station event		
Advanced Settings	Configure synchronization parameters, or manually clear the		
	lane		

Figure 12 - Configuration Menu Options

5.1 Targets

The Targets page is used to set the target threshold times, in seconds, for "A", "B", "C", "D" and "F" grades. The "F" grade is always configured as exceeding the target threshold time for the "D" grade and is not editable.

Each Station Event, on each Day Part, of each Day of the week, can have different target time thresholds. If your target times are consistent for a particular day part on all days of the week, you can click the button "Copy to All Days" and the target times on this page will be copied to the same day part on all days of the week.

Document: USR-INSTRK, Rev. C

If your target times are consistent for all day parts in a particular day, you can click the button "Copy to All Day Parts" and the target times on this page will be copied to all the day parts on the selected day.

If your target times are consistent for all day parts, for all days of the week (never changing), you can click the button "Copy to All" and the target times on this page will be copied to all the day parts on all days.



Figure 13 - Setting Target Times

5.2 Hours (Store Hours)

The Hours page is used to set the store hours for each day of the week. The Fiscal Calendar can also be set. All reports, day parts and statistics are based on the Fiscal Calendar.

Note: Store Hours must be contained within a single business day (must begin at or after the defined Business Day Begin time and must not extend past the Business Day Begin time for the next day.)

Score Users: if this store is in a Score group, the "Hours" tab will be grayed out and cannot be selected. Store Hours for Score groups are set at the Enterprise level. See the Score Users Guide for more information.

Document: USR-INSTRK, Rev. C

Insight Home Configuration I Targets Hours Shifts Day P	Store Opening Tin in 24hr format	ne Settings	Admin	Log Out
Store Hours	mm) End Time (HH:mm)			
Sunday 07:00 Monday 07:00	01:00	Store Closing Time in 24hr format		
Tuesday 07:00 Wednesday 07:00	01:00		Start of	
Thursday 07:00	01:00	First Month of	Business [Day
Friday 07:00 Saturday 07:00	01:00	the Business		
	System Time: 08/06/2017	07:20 700		Save Changes
Fiscal Calendar First Day of Week Sunday	First Month of Yea	ar January 🔽 Business D	Day Begin (HH:mm) 01:00	
	First Day of the Business Week	Cancel Chang	Cancel Save	

Figure 14 - Setting Hours

The First Day of Week is normally configured to either Sunday or Monday, to synchronize with other business systems (like POS, Back of House, etc.). It can be configured to any day of the week.

The First Month of Year is normally January but can be modified to synchronize with other business systems as well.

The Business Day Begin time is normally 00:00 (midnight). For stores that are open past midnight, or for 24hour stores where the business day changes at a time other than midnight, this setting allows you to configure the Business Day to begin at any time of the day. In the above example, the Business Day begins at 1:00 AM (01:00). All daily reports and statistics will group vehicles according to this time. For example, all vehicles that go through the drive-thru between midnight and 1:00 AM on Tuesday will be in Monday's report and statistics, as the "Business Day" Monday extends until 1:00 AM on Tuesday.

To configure a store to be CLOSED on any particular day, just delete its Start Time for that day, and the Start Time box will show "Closed". Enter a start time and end time to configure a day that is "Closed" to be open.

Document: USR-INSTRK, Rev. C

5.3 Shifts

The Shifts page is used to set the crew shift hours for each day of the week. Reports and statistics that group vehicles by Shift are affected by these settings.

Note: Store Hours must be configured prior to setting Day Parts.

Score Users: if this store is in a Score group, the "Hours" tab will be grayed out and cannot be selected. Store Hours for Score groups are set at the Enterprise level. See the Score Users Guide for more information.

Insight Home Configurat Targets Hours Shifts L Week Day Day Sunday	Day of the Week for the Shifts in "Shifts" section	Advanced Settings	Admin Copy these Shifts to all days of the week	Log Out
Shifts Start Time Shift 1 07:00 Shift 2 11:00 Shift 3 15:00 Shift 4 21:00	(HH:mm) Start time of each Shift, in 2 hour format	End Time (HH:mm) 4- 	MT-0700 Cancel Changes	Save Changes

Figure 15 - Shift Settings

Shift 1 start time must always be set to the store opening time (7:00 AM in the above example).

You can configure the start time for up to four shifts, but you cannot configure the end time. When you set the start time for Shift 2, it will automatically become the end time of Shift 1.

The last Shift with a start time is considered to be the last Shift of the day, and its end time will automatically be set to the store closing time (01:00 in the above example). To add another Shift, enter a start time for the following Shift, and the store closing time will be moved to the End Time of the new Shift.

To remove the last Shift, delete its start time. To remove a Shift in the middle of the day, enter the following Shift times in the previous shifts (for the above example, to remove Shift 3, set Shift 3's start time to 21:00). If you delete the Start Time of a Shift in the middle of a day, all the following shifts will automatically be deleted.

Document: USR-INSTRK, Rev. C

5.4 Day Parts

The Insight Track[®] System is frequently used to measure drive-thru line time performance for each day-part. Track supports up to eight total day parts. The day parts can be the same throughout the week, or can be different for each day of the week.

Note: Store Hours must be configured prior to setting Day Parts.

Score Users: if this store is in a Score group, the "Hours" tab will be grayed out and cannot be selected. Store Hours for Score groups are set at the Enterprise level. See the Score Users Guide for more information.

WARNING: Do not change Day Parts when the store is open and vehicles are in the Drive-Thru. If you do, vehicle timing information may become corrupted as you are changing these parameters for vehicles currently in the lane.

Insight Home Configuration Targets Hours Shifts Day Week Day Day Sunday	Day of the Week f the Day Parts in "D Parts" section	tings tings s: 07:00 - 01:00 Copy to -ul Days	Admin Log Out Copy these day parts to all days of the week
Day Parts			
Sta	art Time (HH:mm)	End Time (HH:mm)	
Day Part 1 07	:00	12:00	
Day Part 2 12	:00	15:00	
Day Part 3 15	:00	18:00	
Day Part 4 18	:00	21:00	
Day Part 5 21	:00	23:00	Covo
Day Part 6 23	:00	01:00	Cancel Changes
Day Part 7			Changes
Day Part 8			changes
	Start time of each Day Part, in 24-hour format	System Time: 08/06/2017 07:02 GMT-0	700 Cancel Save

Figure 16 - Daypart Settings

Day Part 1 start time cannot be configured. It will always be set to the store opening time (7:00 AM in the above example). For 24-hour stores, it will always be set to the start of the Business Day.

You can configure the start time for up to eight day parts, but you cannot configure the end time. When you set the start time for Day Part 2, it will automatically become the end time of Day Part 1.

The last Day Part with a start time is considered to be the last Day Part of the day, and its end time will automatically be set to the store closing time (01:00 in the above example). To add another Day Part, enter a start time for the following Day Part (Day part 7 in the above example), and the store closing time will be moved to the End Time of the new Day part.

Document: USR-INSTRK, Rev. C

To remove the last Day Part, delete its start time. To remove a Day Part in the middle of the day, enter the following Day Part times in the previous day parts (for the above example, to remove Day Part 3, set Day Part 3's start time to 18:00, set Day Part 4 start time to 21:00 and set Day Part 5 to 23:00). If you delete the Start Time of a Day Part in the middle of a day, all the following day parts will automatically be deleted.

5.5 Events

All timing in Insight Track® is based on events. Events consist of the detection of a vehicle's arrival at, or departure from, a physical detection point. Physical detection points in the drive-thru consist of a Menu point, a Cashier point, a Pickup point and optionally a Wait (post-pickup) point. A Greet point is often also used, starting when a vehicle enters the Menu point and ending when the customer is greeted.

In Track, up to eight Physical stations can be configured. Each Station has a customizable name, an Event Type (one of the physical detection points listed above), a configurable lane number (1 or 2), and a delay. The delay represents the time that Track waits for a vehicle to stay at a physical detection point before the Station Timer starts.

Up to four Multi-Station Events can also be configured in Track. The most common Multi-Station event is a "Total" event, for total line time.



Figure 17 - Event Setup

For a single lane, or two completely separate lanes, enter all stations for each lane in the order that they are encountered by a vehicle. For merging lanes, input the Menu and Greet stations as lane 1 and 2 and from the merge point on, enter stations as lane 1 (see image above). The actions at stations which define

Document: USR-INSTRK, Rev. C

the Multi Station groups for each lane, or define the multiple points of entry and point of exit in the case of a merge lane, are set up on the Multi Station tab, after the Multi Stations are defined on this page.

5.6 Multi-Station Events

The four Multi-Station Events are configured in the Multi Station tab. One "Begin" event and one "End" event must be configured for each Multi-Station Event. The "Begin" event indicates the start of the event timer, and can be the arrival or departure of the vehicle at any one of the eight physical stations. The "End" event indicates the end of the event timer, and it can be the arrival or departure of the vehicle at any one of the arrival or departure of the eight physical stations. The "End" event eight physical stations. The End Event must occur in the Drive-Thru Lane AFTER the Begin Event.

Each Multi-Station Event also has a configurable number of "Max Cars", or maximum number of vehicles allowed in the lane at any one time.

Insiaht TF	RACK®		LPHI [®]
		Admin	Log Out
^{Ir} Event being ^D T configured ^{3a}	ashboard Admin rts Events Multi Station Advanced Settings	_	
Choose multi stephane fr enter the maximu names must first in defined Multi Station Event 1 TOTAL	om dropdown, then choose an action at one physical station to begin the multi sta of cars that me multi station as defined. (Physical st under "Even Maximum # of Cars for Multi-	ation event and o ation names and	ne to end it. Also multi station
-Multi Station Event Bound	Station event		
Max Cars 7			
Physical Stations Begin	End		
1 MENU Arrive			
			Save
			Changes
Configurable beginning station for event	Configurable ending station for event	ancel anges	Cancel Save

Figure 18 - Multi-Station Event Settings

Document: USR-INSTRK, Rev. C

5.7 Sound

The Sound tab allows you to configure some of the sound properties.

Audio file field allows you to choose varios files available in the system. **Trigger time** will play the selected audio file if the car exceeds the value.



5.8 Advanced Settings

The Advanced Settings tab allows you to configure Drive-Off times, set the Display Period, and manually clear the lane of any vehicles.

Document: USR-INSTRK, Rev. C



Figure 19 - Advanced Settings

The **Drive Off Max** setting is the maximum number of seconds that the Insight Track timer will wait for the lead vehicle in a lane to show up at the next loop. In detail, this is the amount of time the first available vehicle in the queue for a particular loop is given to move into the loop when it is available (does not have another car occupying the loop). This only applies to the vehicle at the head of the queue for a loop when it is or becomes empty, and not vehicles that are busy in another loop. If a vehicle exits one loop and the following loop is empty, and all the space (queue) between the two loops is empty, this timeout period also applies - it has up to that many seconds to move on into the next loop.

The **Drive Off Min** setting is the number of seconds that the Insight Track timer will wait for vehicles behind the lead vehicle in a lane to show up at the next loop. The concept is the same as Drive Off Max, only this timeout period applies to subsequent vehicles behind the first available vehicle in the queue for a particular loop. The first vehicle has <max> seconds to move in, the rest of the vehicles in that queue have <min> seconds to move in, or be timed out. Usually this is shorter. All subsequent vehicles will have the <min> seconds timeout until either a waiting vehicle enters the loop or queue is emptied.

The **Display Period** setting defines the general display time frame for the in-store dashboard display.

Clicking the "Clear" button at the bottom of this page will remove all vehicles currently in the selected lane. The lane to clear can be selected by clicking Clear Lane 1 or Clear Lane 2.

Document: USR-INSTRK, Rev. C

6 Dashboard Menu

The Dashboard Menu allows you to configure the in-store Insight Track[®] Dashboard display.

Insight TRACK [®]		PHI [©] systems
	Admin	Log Out
Insight Home Configuration Dashboard Admin		
Choose View		
Registered Dashboards		
Preview Dashboard Views		

Figure 20 - Dashboard Configuration

The "Registered Dashboards" shows all of the Dashboard Displays registered on this ISA. The ISA display is the Dashboard physically connected to the ISA with an HDMI cable. If your store has remote wireless dashboards, those dashboards will be visible here as well.

Click on the Dashboard display to bring up a list of available Dashboard configurations as shown below. Select the desired Dashboard configuration and click "Select" to immediately change the selected Dashboard display to the new configuration.

You can also pre-view Dashboard Views without changing the actual Dashboard view configuration by clicking the "Preview Dashboard Views" button and selecting the dashboard you would like to preview. This preview shows real data from the current timer so you can get an idea of how the dashboard view will look prior to selecting it.



Figure 21 - Dashboard View Preview

Document: USR-INSTRK, Rev. C

6.1 Dashboard Views - Vehicles

The dashboard view should correspond to the drive-thru lane configuration that you have, either single lane, Y-Lane, or tandem lane. Single lane dashboard views graphically represent the vehicles in the queue with car images along the bottom of the dashboard, color-coded to its performance according t o the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).



Figure 22 - Single Lane Configuration View

Y-lane configurations are represented with the menu points at the bottom left of the screen, cashier at bottom right and pickup window at the top right. Each vehicle in the queue is represented by a graphical car image, color-coded to its performance according t o the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).





Document: USR-INSTRK, Rev. C

Tandem configurations are similar, with the menu points located at the bottom left and bottom center of the screen as shown below.

Insight		< [®]	December	r 9, 2019 2:42:20 PM PST	LINE	
Total C Daypa	OCUS Cars: 20 rt: 02:00 PM - 05	Pullouts: 5:00 PM	3	6	Pickup	d) 0:26 C 3:20
	Lane 1 Statio	ons		La	ane 1 Time Trend	
	Curr	ent Avg.	Goal	13:00		
MENU		:03 1:52	1:00	11:00 10:00 9:00		
GREET		03 1:29	Man			
CASHIER	Menu 1	22 <u>2:13</u>	Ivien	u z	Cashier	
PICKUP		.24 2:03	0:35	8		
LINE	6	:26 8:22	2:00	0 2 4 6 8	10 12 14 16 18 20 22 2 28 30	
					CASHIER	
Lane 1						
0:03					1:43	

Figure 24 - Tandem Lane Configuration View

6.2 Dashboard Quadrant Views

There are several pre-configured dashboard views. The following sections describe each quadrant view that you may find on one or more of the available dashboard views.

6.2.1 Single Value Quadrant View

Many of the dashboard views show a single value in a quadrant. This value can be a station time, multistation event time, or vehicle count (display period or day). The single value time will be color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).



Figure 25 - Single Dashboard Value Quadrant View - Time

Document: USR-INSTRK, Rev. C



Figure 26 - Single Dashboard Value Quadrant View - Car Count

6.2.2 Single Value, Goal and Average Quadrant View

In addition to one large single value, some dashboard views include the goal and average for that single value view. The average value will be computed for the "display period" as set in the Advanced Settings configuration page (see section 5.7), and the goal will be the target time set in the Targets configuration page (see section 5.1) for the current day part for the displayed station or multi-station event. Both the Current and Average times will be color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).





6.2.3 Time Trend Quadrant View

The Time Trend quadrant view shows a historical bar graph of the most recent vehicles. This is very useful to identify if the line time is consistently too long, or if it is fluctuating, or if there is a spike of a single vehicle that took a long time at the window. Each bar in the time trend quadrant view represents a vehicle, and is color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1). The numbers at the bottom of the graph indicate the vehicle # for the current display period (in the example below, it is for cars 1 through 30). The number of vehicles in the time trend quadrant view can be configured in the "Number of Cars in Performance Graph" setting in the Administrative menu (see section 7.1).



Figure 28 - Time Trend Qudrant View

Document: USR-INSTRK, Rev. C

6.2.4 ABC Performance Quadrant View

For easy evaluation of the drive-thru's performance in the "A", "B" and "C" target times set in the Targets configuration page (see section 5.1), the ABC Quadrant View shows the vehicle count and the percentage of vehicles served that were within the "A", "B" and "C" target times. It shows the current display period and daily total percentage of vehicles in the "A", "B" or "C" target time and average line time. The average line time is color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1)

Lan	e 1 Targets)
		Total (Daily)
ABC %	100%	93%
Avg. Line Time	2:16	2:48
Car Count	17	1221

Figure 29 - ABC Performance Quadrant View

6.2.5 Stations Quadrant View

An overview of the drive-thru's performance at each station, as well as the Total lane time, is shown in the Station quadrant view. For each station, the current time, the average time for the current display period, and the percentage of vehicles that met the "A" target time, are displayed. The current and average time values are color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1). Some dashboards include the goal time as well as goal percentage.

Lane 1 Stations					
	Current	Avg.	Goal %		
MENU	0:00	0:58	0%		
GREET	0:00	0:08	3%		
CASHIER	0:21	0:43	29%		
PICKUP	0:12	0:43	42%		
TOTAL	1:53	2:36	12%		

Figure 30 - Stations Quadrant View

Document: USR-INSTRK, Rev. C

	Lane 1 Stations		
	Current	Avg.	Goal
MENU	3:14	1:51	3:00
GREET	0:04	0:04	0:05
CASHIER	0:03	1:57	3:00
PICKUP	0:12	1:55	3:00
LINE	9:37	11:30	12:00

Figure 31 - Stations Quadrant View with Goal Times

6.2.6 Today vs Yesterday Day Parts Quadrant View

One custom dashboard includes a quadrant view showing the drive-thru's total performance per day part, for the current day and the prior day.

		Lane 1 T	rend—			
		TODAY		YE	STERDAY	
	Menu	Window	Total	Menu	Window	Total
Open - 05:00 AM	0:58	0:42	2:49	0:58	0:41	2:49
05:00 AM - 11:00 AM	0:58	0:41	2:47	0:58	0:41	2:47
11:00 AM - 02:00 PM	0:58	0:41	2:46	0:58	0:42	2:48
02:00 PM - 05:00 PM	0:58	0:41	2:50	0:58	0:41	2:48
05:00 PM - 08:00 PM	0:58	0:42	2:50	0:58	0:41	2:49
08:00 PM - Close	0:58	0:41	2:37	0:58	0:41	2:48
Day Average	0:58	0:41	2:48	0:58	0:41	2:48

Figure 32 - Today vs Yesterday Day Parts Quadrant View

6.2.7 Overview Quadrant View

At the top of the quadrant, the large "Focus On" message is displayed alternately with the station name that is performing the worst to alert the crew to the station that needs the most immediate focus. The stations that are monitored for this feature can be configured in the Overview pane of the Administrative menu (see section 7.1). The station name in the "Focus on" feature will be color-coded to that station's performance according to the target times set for that station and the performance graph colors configured. If all stations are performing within goal, then "On Track!" is displayed.

Additional information is displayed below the Focus On message including the current display period, the number of cars and the number of Pullouts during the current display period.

Document: USR-INSTRK, Rev. C



Figure 34 - Overview Quadrant View with Focus on Feature

6.3 DTIS Legacy View

In addition to the Track quadrant dashboard views, a legacy DTIS view is provided for customers who are accustomed to using the Delphi DTIS system. The times are still color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).



Figure 35 - DTIS Legacy Dashboard View 1

Document: USR-INSTRK, Rev. C



Figure 36 - DTIS Legacy Dashboard View 2

6.4 Vehicle Time Tags

Some of the dashboard views include each vehicle's total time displayed next to the graphical vehicle view as shown below. The vehicles are color-coded according to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1). In the below example, a Y-lane configuration, the vehicle at the pickup window has a total time of 3:42, and this time is in a performance grade that has been configured for "yellow" display. The Y-lane configuration is graphically represented along the bottom and right-hand side of the dashboard, giving a quick and intuitive representation of the vehicles' locations and times in the drive-thru lane.



Figure 37 - Y-Lane Dashboard with Vehicle Time Tags

Document: USR-INSTRK, Rev. C

7 Admin Menu

The following pages are available through the bottom level menu:

Admin Menu Name	Description
General Application	IP settings, localization settings (language and region), time trend
Management	color selections for dashboard, performance graph targets, and
	Overview Pane / Focus Feature configuration
Packages	Upload packages for software or configuration updates
User Management	Create, Modify and Delete User accounts on Insight Track®
System Configuration	Set date, time, timezone and network settings
System Information	Detailed information about the software and configuration of the
	Insight Track® system
System Health	TIU hardware system health

Figure 38 - Admin Menu

7.1 General Application Management

nsiaht VERIFY [™]	
	User Name: Insight Admin Log Out
t Home Admin	
al Application Management Packages User Manage	ment System Configuration System Information System Health
eneral Settings	
Timer	
Timer Host IP Address 192.168.2.79	
Lag Seconds for Timer Event Display	
Time Trend Graph	Performance Graph Targets
Grade Target Colors	Grade Target Colors Sales per Hour (\$) Average Ticket (\$
A Green 🗸	Grade A Target Green > 200 > 8
B Blue v	Grade B Target Orange 🗸 <= 200 <= 8
C Yellow V	Grade C Target Red V <= 150 <= 4
D Orange 🗸	
F Red ~	Overview Pane
Number of Bars in Performance Graph 30	Disable status display Focus Display times in seconds Fnable
	• Use Display Period Cars Goal %
	O Use Performance Graph Cars Goal %
	Focus Events
	greet
	pickup
	wait
	Cancel

Figure 39 - General Application Management Screen

Document: USR-INSTRK, Rev. C

The General Applicationt Management Screen provides the following settings described below.

Timer Host IP Address	Set the local IP address for this ISA device
Lag Seconds for Timer Event Display	Set the time delay between event detection and display of the event on the dashboard (default = 0)
Seconds between events before timeout	Set the maximum number of seconds that a vehicle can be at a station or between stations prior to discarding the vehicle as a "Timeout"
Time Trend Graph	Select the color on the dashboard display to correspond to a particular performance grade
Number of Bars in Performance Graph	Set the number of bars displayed in the Performance Graph histogram (<i>note: this is only</i> <i>valid for Dashboard configurations that include the</i> <i>Performance Graph</i>)
Performance Graph Targets	For systems with Track and Verify integrated, this section allows you to configure the target colors for A, B, and C sales goal targets, Sales per Hour and Average Ticket values for A, B, and C sales goals.
Disable Status Display	Turn off the local dashboard display.
Display Time in Seconds	Display all times in seconds only (default is Minutes and Seconds)
Focus Feature	When Enabled, this feature replaces the system information panel on Dashboard Displays with displays which are of the Drive Thru operation the store employees should focus on most.
Use Display Period Goal %	Signal Focus Alerts based on the average performance for the currently selected day part of time shift period.
Use Performance Goal %	Signal Focus Alerts based on the average number of cars shown in the performance graph.
Focus Events	Select which events are candidates to focus on. (Events are configured on the TRACK Events tab.) If no events are selected, all events are included.

Document: USR-INSTRK, Rev. C

7.2 Packages

The Packages Menu allows you to manually add configuration packages. These may be sent to you From Delphi Display Customer Care, or they may consist of backups from other systems.

Insight TRACK®		PHI [®] systems
	Admin	Log Out
Insight Home Configuration Dashboard Admin		
General Application Management Packages User Management System Information System Health		
□ Package Import		
Upload Package		

Figure 40 - Package Import Page

To upload a package file, click the **Upload Package** button. Then find the package you wish to upload, clock on it, and click "Open." The package will be uploaded, and will be processed as soon as package import processing is available (typically every 5 minutes or more frequently).

7.3 User Management

The Insight Track[®] system allows you to modify the built-in User and Sys Admin accounts in the User Management tab.

Insight TRA	CK ®		Admin Log Out
Insight Home Configuration Dashbo	ard Admin		
General Application Management Pa	ickages User Mana	gement System Information System Health	
User Management	User Manageme	nt	
Display Manager	First Name	Display	
Insight Admin	Last Name	Manager	
	Username	DefaultUser	
	Email Address	none@none.com	
	Password	••••••	
	Repeat Password	••••••	
	Security		
	Roles Sys A User ✓ Enabled	Admin	
			Cancel Save Delete

Figure 41 - User Management

Document: USR-INSTRK, Rev. C

To modify any information for a user, click the user in the "User Management" tree on the left edge of the browser window. Then make any necessary changes to the user and click "Save" to save the user. Click "Delete" to delete a user.

There are two roles available in Insight Track[®]: Sys Admin (full rights) and User (limited viewing and editing capabilities).

Un-check the **Enabled** button to disable the selected user and prevent them from logging in.

If you click **Delete** you will permanently delete the User ID selected.

WARNING: If you change the password of an account and then forget that password, or if you delete the DelphiDisplay account, you will no longer be able to administer your Insight Track[®] System.

7.4 System Configuration

The System Configuration page allows you to configure the date, time, timezone and various network settings.

Insia	ht TRAC	K®			DELPHI [®] DISPLAY'' SYSTEMS
			User Name:	Insight Admin	Log Out
Insight Home A	dmin				
General Applicati	ion Management Packages	User Management	System Configuration Sys	tem Information System	1 Health
Configuratio	on				
Date/Time:	2019-12-09	14:36	WARNING: Changing Da lane will cause issues. P detected in the lane or o	tte, Time, or Timezone w lease confirm there are on the dashboard.	hile active cars are in the no active cars being
Timezone:	America/Los_Angeles	~			
	Delphi Standard Pos Handler	~			
	Oynamic	 Static 	:		
IP Address:	Ip Address				
Mask:	Mast				
Gateway:	Gateway				
Primary DNS:	Primary DNS				
Secondary DNS:	Secondary DNS				

Save!

Users may change **Date/Time** and **Timezone** in the respective fields.

WARNING: If you change these settings during active cars in the lane, issues will occur within the system. Please only change during closed hours.

You may also change network settings such as, **Dynamic** or **Static.** When Static is selected, the other field are configurable: **IP Address, Mask, Gateway, Primary DNS, Secondary DNS.**

Document: USR-INSTRK, Rev. C

7.5 System Information

The System Information tab contains detailed information about the Insight Track[®] system configuration. This information is useful to Delphi Display Customer Care team members who are trying to diagnose potential problems with the timer system. You can download a text file copy of all the System Information by clicking the **Download** button.

Insiaht 7		K [®]							
lingin							Admin	Log Out	
Insight Home Configuratio		Admin							
		starrini r							
General Application Manag	gement Package:	s User Manag	gement Sy	stem Informatic	n System Heal	th			Ê
				Download					
Customer Information	1								_
Customer Name:	customer name								
Customer ID:									
Site Name:	DELPHI								
Site ID:	site id								
Locale:	en_US								
Timezone:	PST								
Address Line 1:	3160 Pullman Str	reet							
Address Line 2:									
City:	costa mesa								
	са								
Zip Code:	92626								
Device ID:	3481								
Device Mac Address:	00:03:2d:2b:6b:cf	f							
Device Description:	description								
Device Serial Number:	serial number								
System Information									-
OS Name:	Windows 8.1	Common: E	BLD-0 REV	0 at 2017-07-2	3 17-20				
Java Version:	1.7.0_80	Data Link: E	BLD-0 REV	0 at 2017-03-2	0 22-52				
Total space available:	237	Third Party: B	BLD-0 REV	0 at 2017-07-2	3 17-20				
Usable space available	: 26	Fasttrack E	BLD-0 REV	0 at 2017-07-2	3 17-20				
Free space available:	26	Standard: E	BLD-0 REV	0 at 2017-07-2	3 17-20				
User Name:	bmedvitz	Framework: B	BLD-0 REV	0 at 2017-07-2	3 17-20				
Ram Size:	8								
Processors:	8								
Database Name:	PostgreSQL								
Database Version:	9.6.3								
Delphi Display Prope	rties								-
admin.manifest.schedu	lling.enabled	fal	se						~

Figure 42 - System Information Page

7.6 System Health

For Insight Track[®] systems, the System Health tab contains information about the Timer Interface Units attached to the ISA. The firmware part number and revision, and the TIU Analog Threshold value (used for detecting voice volume on the drive-thru speaker for the Greet event) can be read and configured on this page. If your ISA is configured with both Insight Track[®] and Insight Verify[®], you will also see a number of health parameters for the Endura[®] 15X display. These are covered in the Insight Verify[®] user manual.

Document: USR-INSTRK, Rev. C

8 Reporting

Insight Track[®] contains a number of pre-defined reports. To get to the reports, click the "Reports" icon from the Insight Quick Launcher. The default reports screen will show the report categories on the left-hand side of the screen. Click the "+" next to any category to expand the list of available reports. Then click on the report name to enter configuration parameters.

Insight® REPORTS			
	Admin	Log Out	
Insight Home Reports Admin			
Detail Reports			
Integrated Order / Time Reports			
Miscellaneous Reports			
Performance Grade Reports			
C Summary Reports			

Figure 43 - Reports

In the below example, "Detail Reports" was expanded and the "(DP) Daily Drive Thru Stats" report was selected. Report parameters vary depending on the report selected, and must be entered to create the report. Once you have entered the parameters (typically the start and end dates, and any configurations specific to the selected report), you can choose your report format – HTML, PDF, or Comma Separated Values (CSV). Select the output you would like and click "Generate Report". For PDF or CSV, the report file will be automatically downloaded. For HTML, the report information will be displayed right in the web browser.

Insight® REI	PORTS	Admin	E Cog Out
Insight Home Reports Admin			
Detail Reports (DP)Daily Drive Thru Stats (DP)Daily Drive Thru Stats (DP)Daily Drive Thru Stats (DP)Upsell Effectiveness Daily Drive Thru Statistics Daily Drive-Thru Report (T Daypart Drive-Thru Report (T Daypart Shift Drive-Thru R Daypart Shift Drive-Thru Report (Timeout Statistics Upsell Effectiveness Upsell Effectiveness - No T Integrated Order / Time Reports Miscellaneous Reports Summary Reports	Report Selection Confirmation (DP)Daily Drive Thru Stats Detail Reports Detail report of vehicles by time with all event times and order total, grouped summarized by period. Report Parameters Display Period Hourly Start Date End Date @ HTML output @ Generate Report @ Generate CSV	by day and day	/ part,

Figure 44 - Generating a Report

While there are a large number of pre-configured reports available for Insight Track®, you may have a report format that is not already listed. Contact your Delphi Display Account Representative and inquire about custom report creation.

Document: USR-INSTRK, Rev. C

9 Technical Support

For technical assistance, please contact:

Delphi Display Systems, Inc. 3550 Hyland Avenue Costa Mesa, CA 92626 In the US : 1-800-456-0060 1. Select menu Option 1 for technical support 2. Select Option 2 for timer support

International : +1-714-825-3400 Email: <u>techsupport@delphidisplay.com</u>

10 Document Revisions

Revision	Date	Changes
A		Initial Release
В	9/1/17	General Revisions
С	12/16/19	Revised per new build 1732

Document: USR-INSTRK, Rev. C