

# User Guide

## Insight Track<sup>®</sup> 2.0 Drive Thru Timing System



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## 1 Introduction

This document describes the Insight Track® 2.0 system software configuration and use. The Insight Track® 2.0 Timer helps restaurant operators to manage a drive-thru store more efficiently and profitably by tracking the progress of customer vehicles through the ordering and delivery process.

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 solution
- Insight CONNECT – reporting and remote data back up

## 2 Insight Track® Overview

The Insight Track® 2.0 Timer System software is 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.

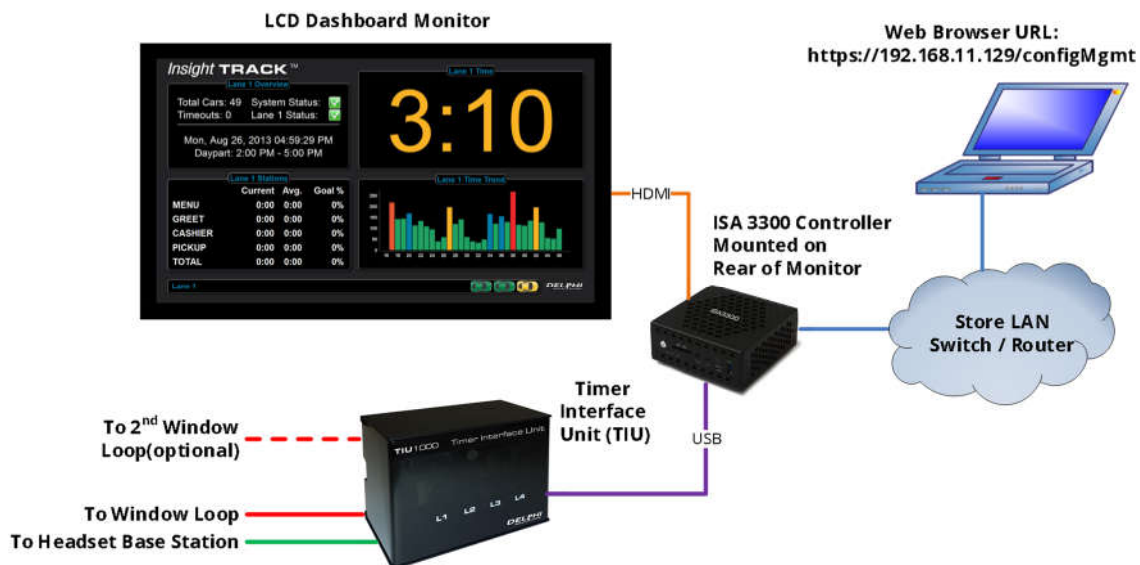


Figure 1 - System Overview Diagram

## 3 General Operation

### 3.1 Accessing the Management Interface

Configuration, status and reporting of the Insight Track® 2.0 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.

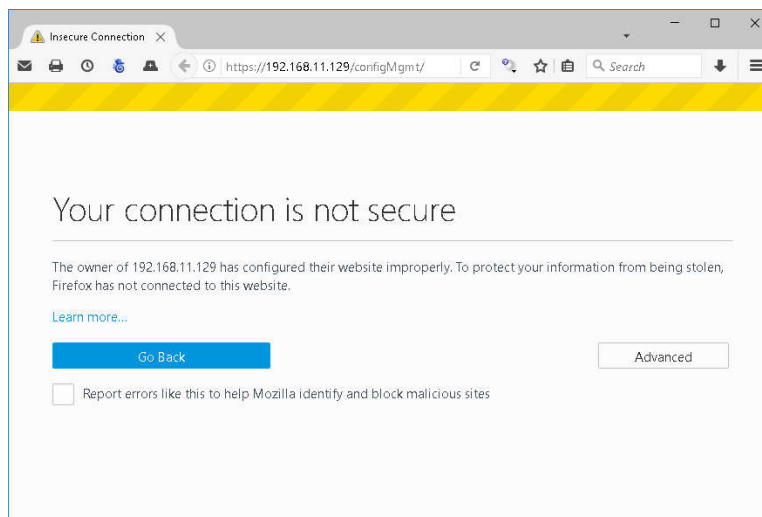
To access the Management Interface, open a web browser and enter the following URL:

**https://<xxx.xxx.xxx.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

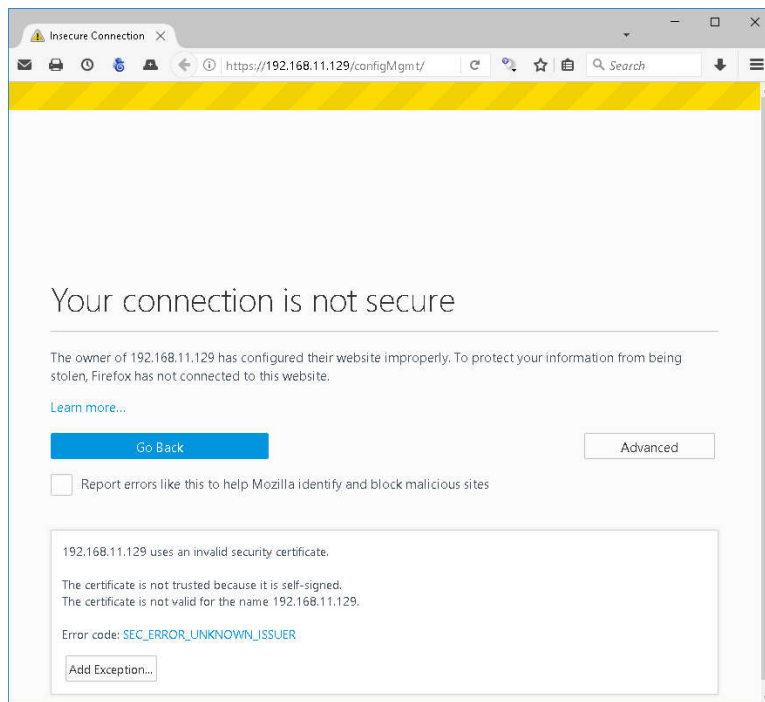
**https://192.168.11.129/configMgmt.**

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:

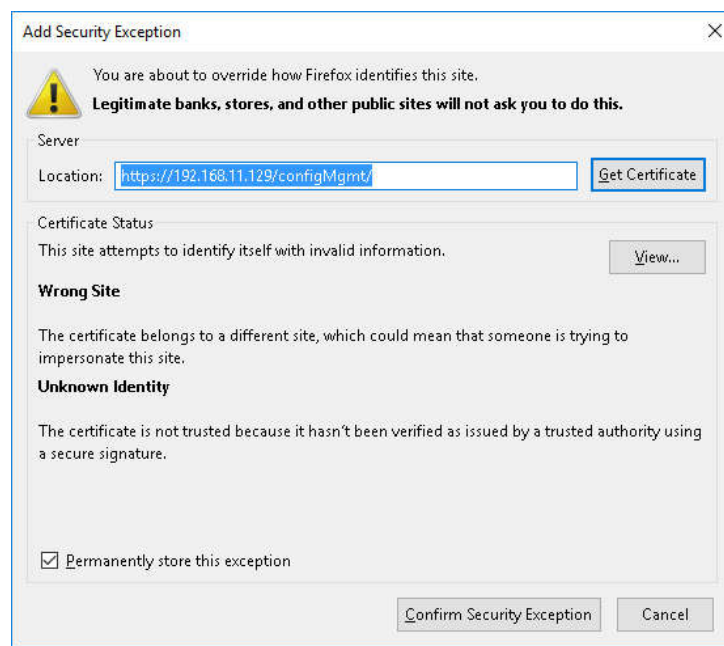


**Figure 2 - Insecure Connection Warning Example**

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

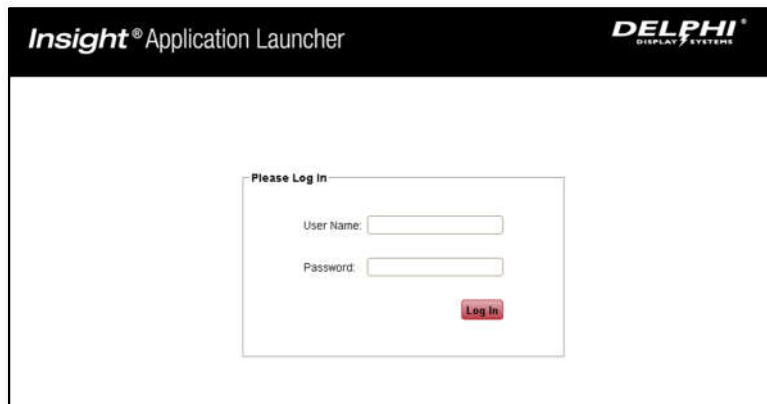


**Figure 3 - Security Exception Page – Add Exemption**



**Figure 4 - Add Security Exception Page Example**

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



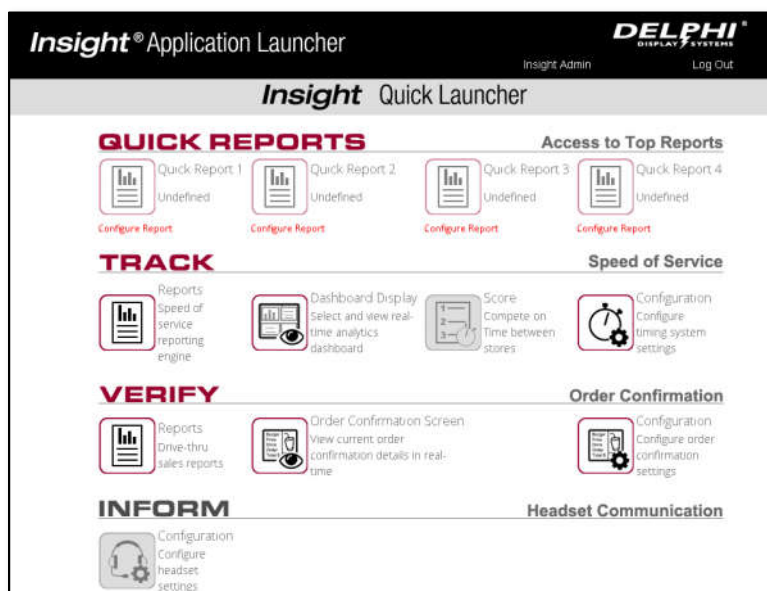
**Figure 5 - Management Interface Login Screen**

The default User Name is **delphidisplay**

The default Password is **Ins!ght**

### 3.2 Insight Application Launcher

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



**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.*

### 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.

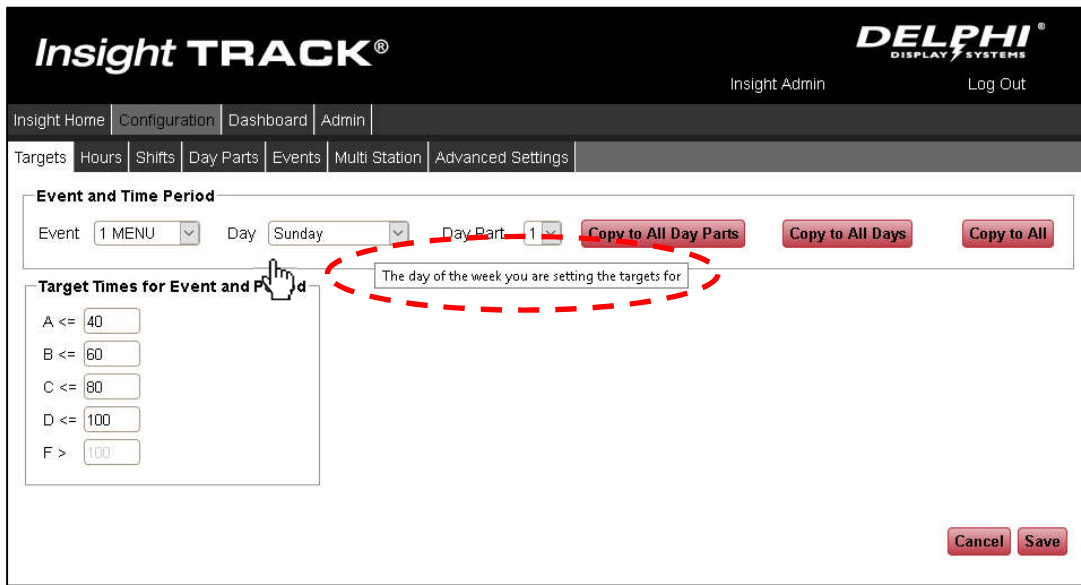


Figure 7 - Tool Tips

### 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.

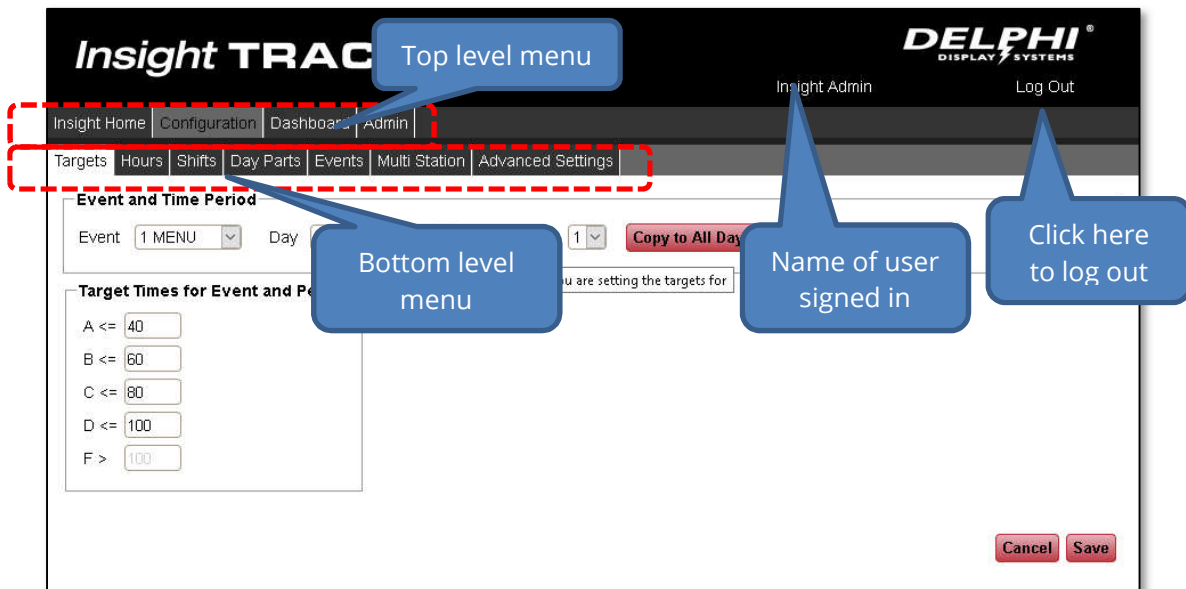


Figure 8 - Menu Levels



### 3.4.1 Top Level Menu

The top-level menu contains four options:

Menu Name	Description
<b>Insight Home</b>	Return to the Insight Application Launcher
<b>Configuration</b>	View and set all configuration options for Track®
<b>Dashboard</b>	Configure and preview the dashboard display
<b>Admin</b>	View and set computer and software configuration parameters

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.

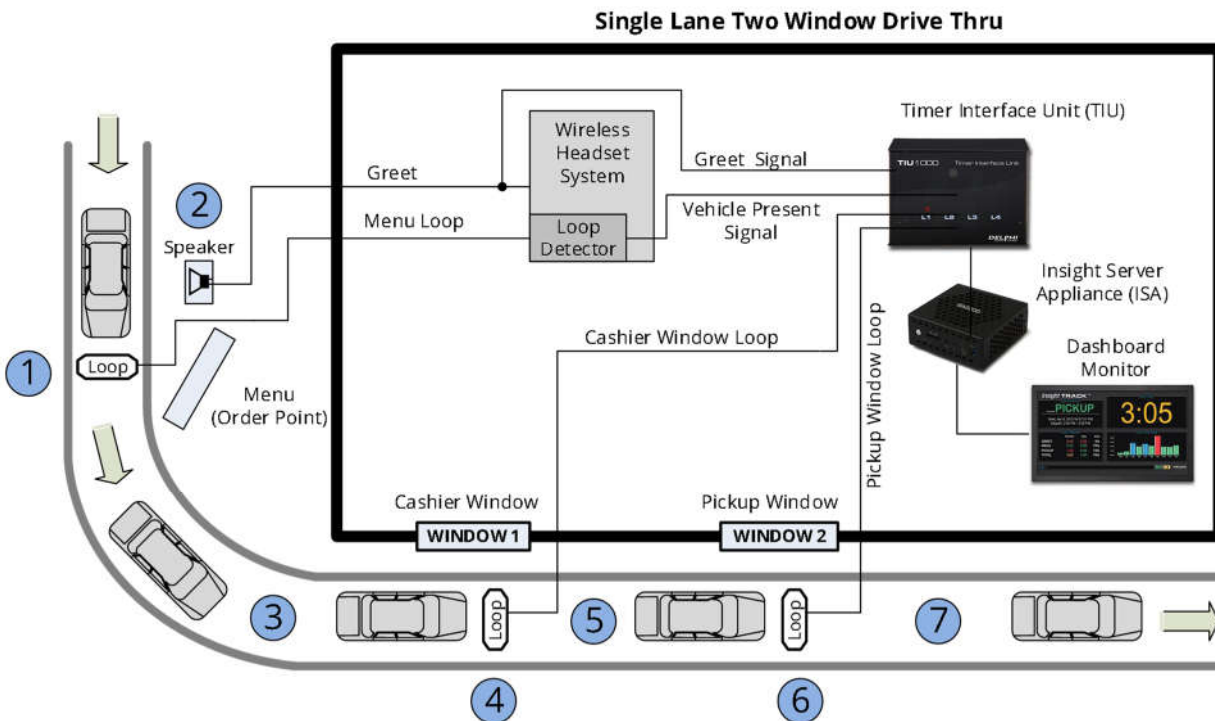


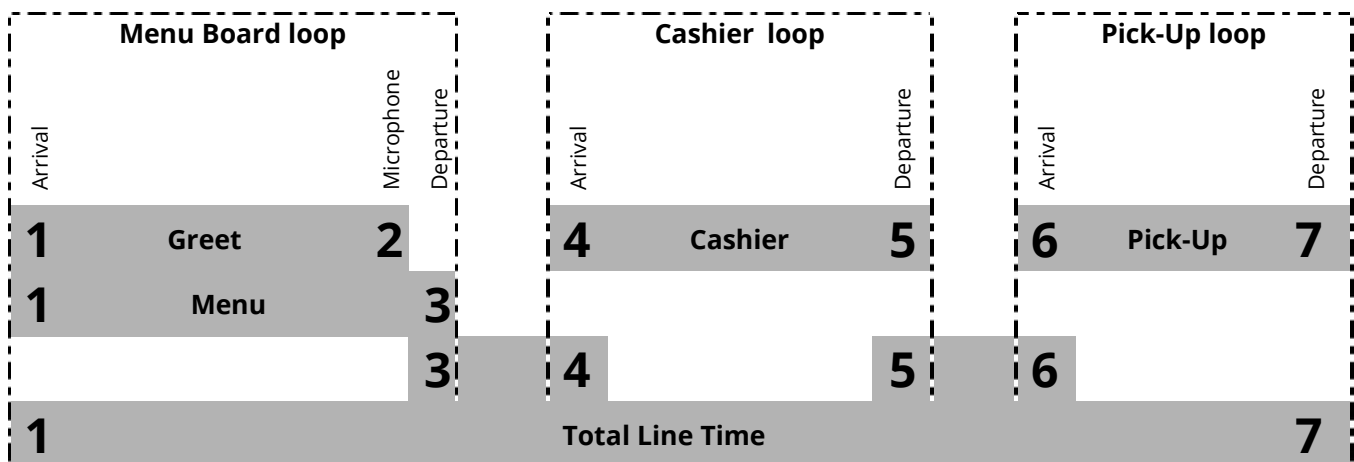
Figure 10 - A simple Insight Track System (for single lane, two-window drive-thru)

**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 (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.

**Elapsed Time →**



**Figure 11 - Elapsed Time Example**

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

<b>EVENT 1</b>	→	Arrival of vehicle at Menu Board Loop	→	Generates VEHICLE PRESENCE signal, "Menu" and "Greet" event arrivals
<b>EVENT 2</b>	→	Employee keys microphone to greet customer	→	Generates GREET CANCEL signal, "Greet" event departure
<b>EVENT 3</b>	→	Vehicle departs from Menu Board Loop	→	Discontinues VEHICLE PRESENCE signal, "Menu" event departure
<b>EVENT 4</b>	→	Vehicle arrives at Cashier Loop	→	Generates VEHICLE PRESENCE signal, "Cashier" event arrival
<b>EVENT 5</b>	→	Vehicle departs from Cashier Loop	→	Discontinues VEHICLE PRESENCE signal, "Cashier" event departure
<b>EVENT 6</b>	→	Vehicle arrives at Pick-Up Loop	→	Generates VEHICLE PRESENCE signal, "Pickup" event arrival
<b>EVENT 7</b>	→	Vehicle departs from Pick-Up Loop	→	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
<b>Targets</b>	Set and view target times for 'A', 'B', 'C', 'D' and 'F' grades for each event, for each day part
<b>Hours</b>	Set and view store operational hours, and fiscal calendar settings
<b>Shifts</b>	Set and view crew shifts for each day of the week
<b>Day Parts</b>	Set and view day parts for each day of the week
<b>Events</b>	Set and view each station event, and multi-station event names
<b>Multi Station</b>	Set and view the detail of each multi-station event
<b>Advanced Settings</b>	Configure synchronization parameters, or manually clear the lane

**Figure 12 - Configuration Menu Options**

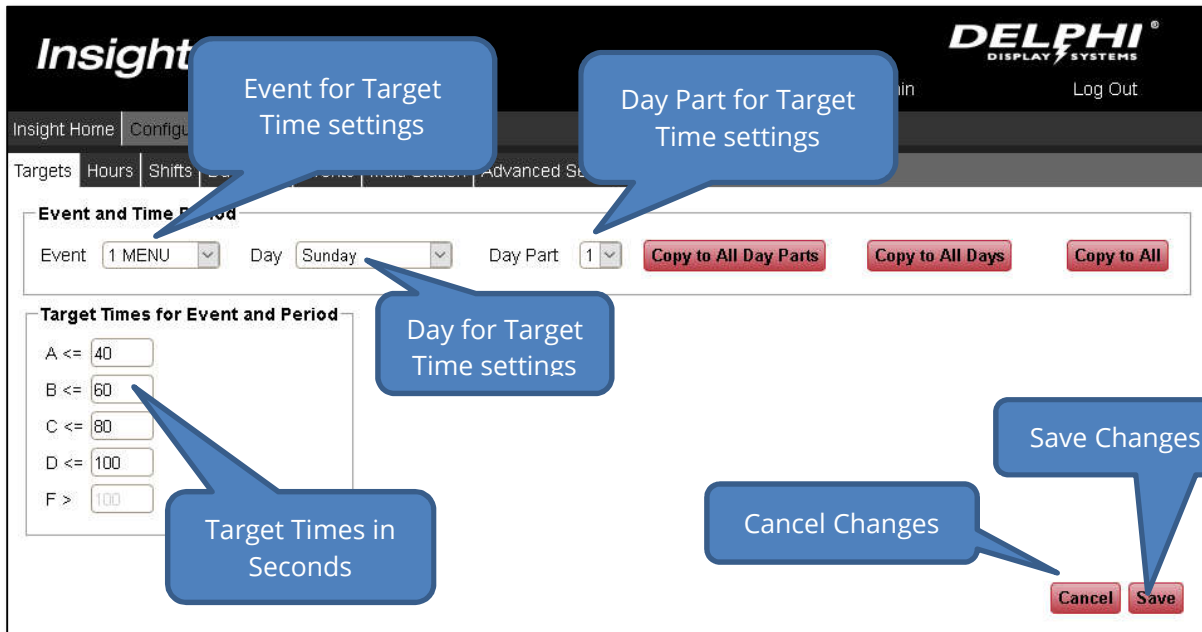
### 5.1 Targets

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.

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.



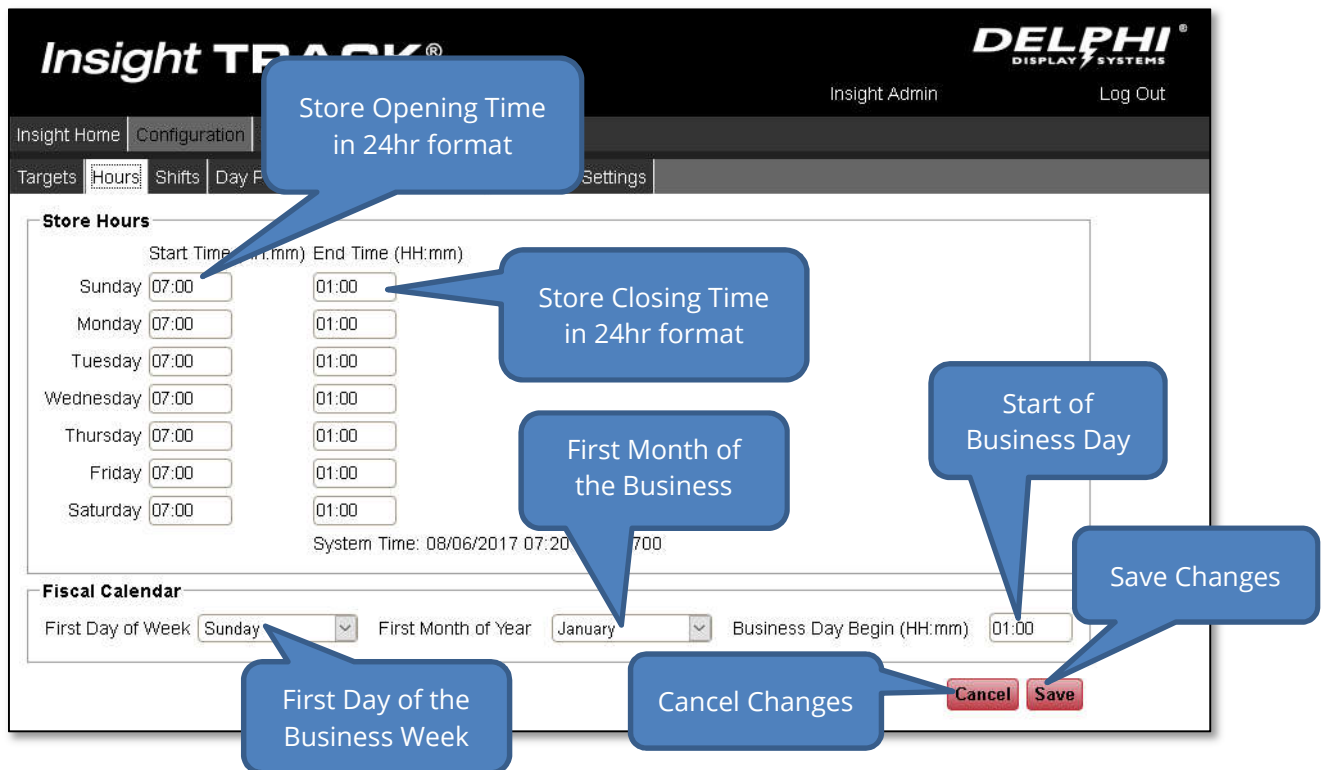
**Figure 13 - Setting Target Times**

## 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.*



**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 24-hour 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.

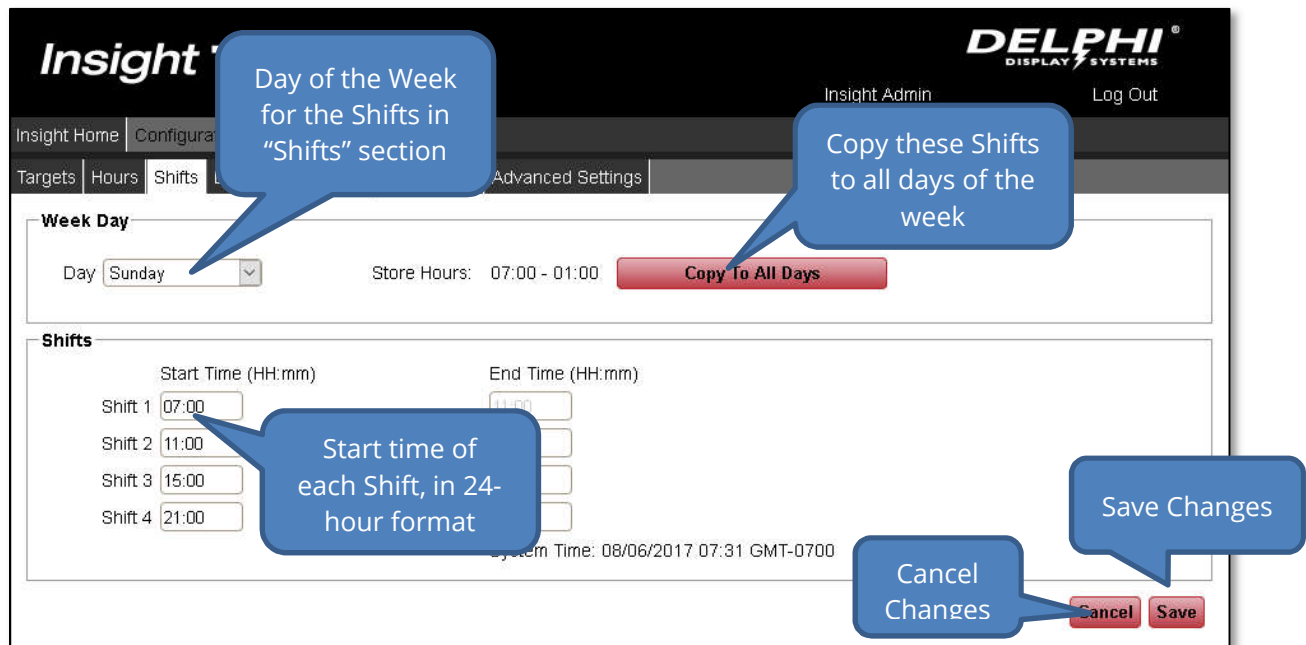
To configure a store to be CLOSED on any particular day, just delete its Start Time for that day, and the Start Time box will show "Closed". Enter a start time and end time to configure a day that is "Closed" to be open.

### 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.*



**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.

## 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.**

The screenshot displays the 'Daypart Settings' interface in the Insight Track system. The top navigation bar includes 'Insight Home', 'Configuration', 'Targets', 'Hours', 'Shifts', 'Day Parts', and 'Settings'. The 'Day' dropdown is set to 'Sunday', and the 'Store Hours' are '07:00 - 01:00'. A 'Copy to All Days' button is visible. The 'Day Parts' table is as follows:

Day Part	Start 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
Day Part 6	23:00	01:00
Day Part 7		
Day Part 8		

At the bottom right, there are 'Cancel' and 'Save' buttons. The system time is shown as '08/06/2017 07:02 GMT-0700'.

**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.



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.

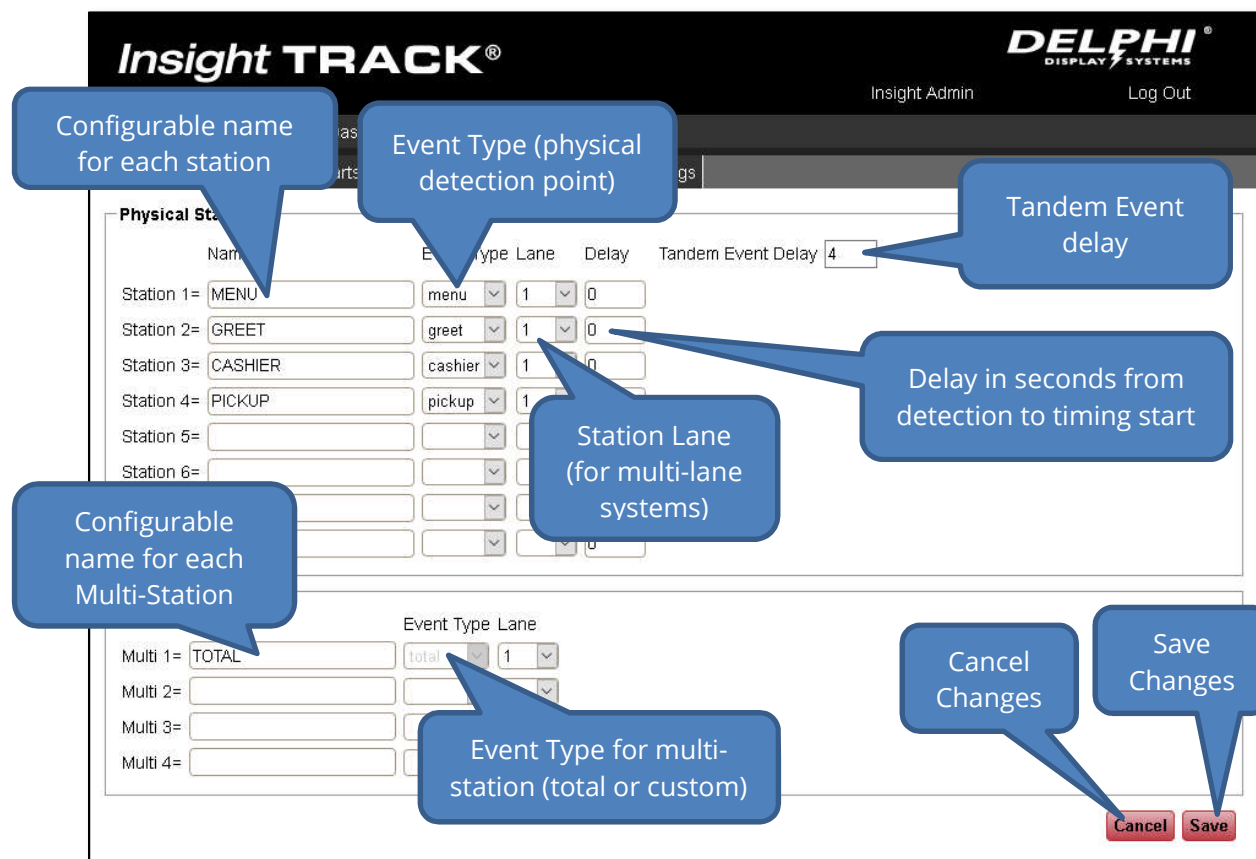


Figure 17 - Event Setup

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



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 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.

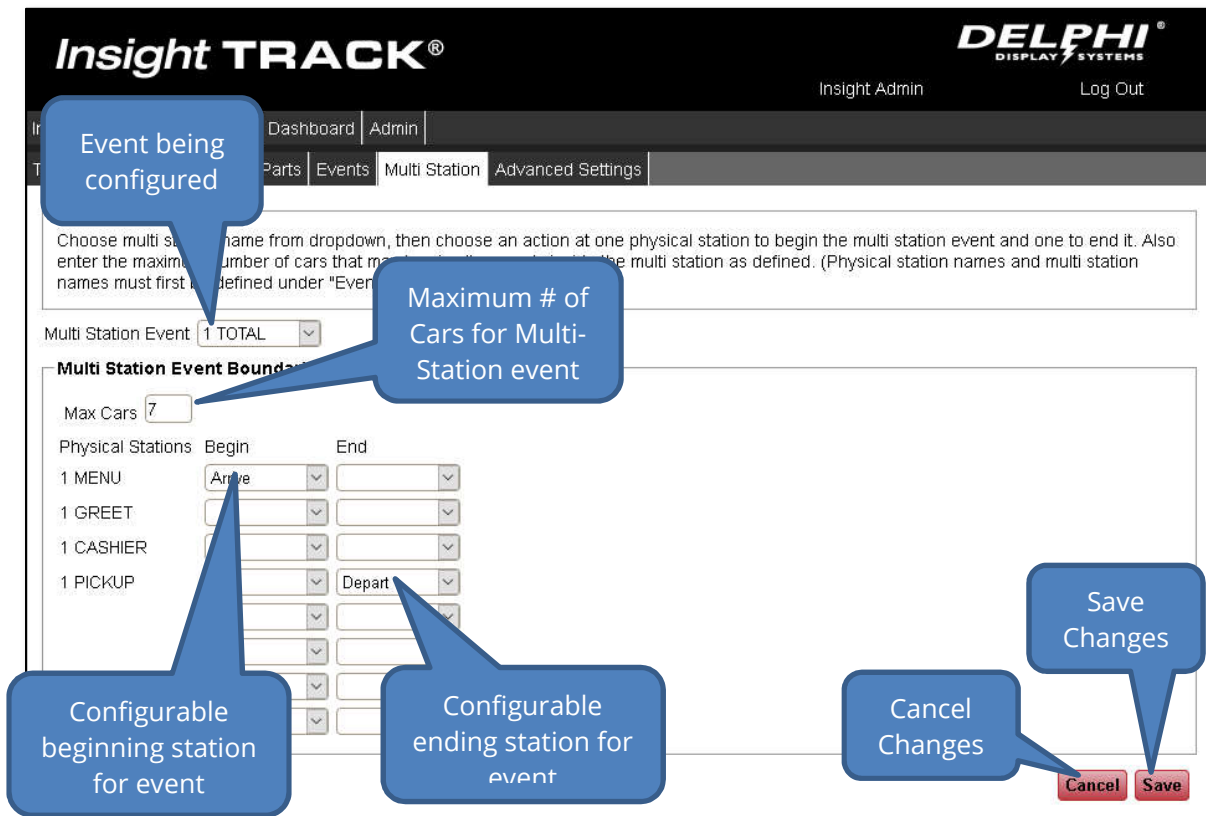
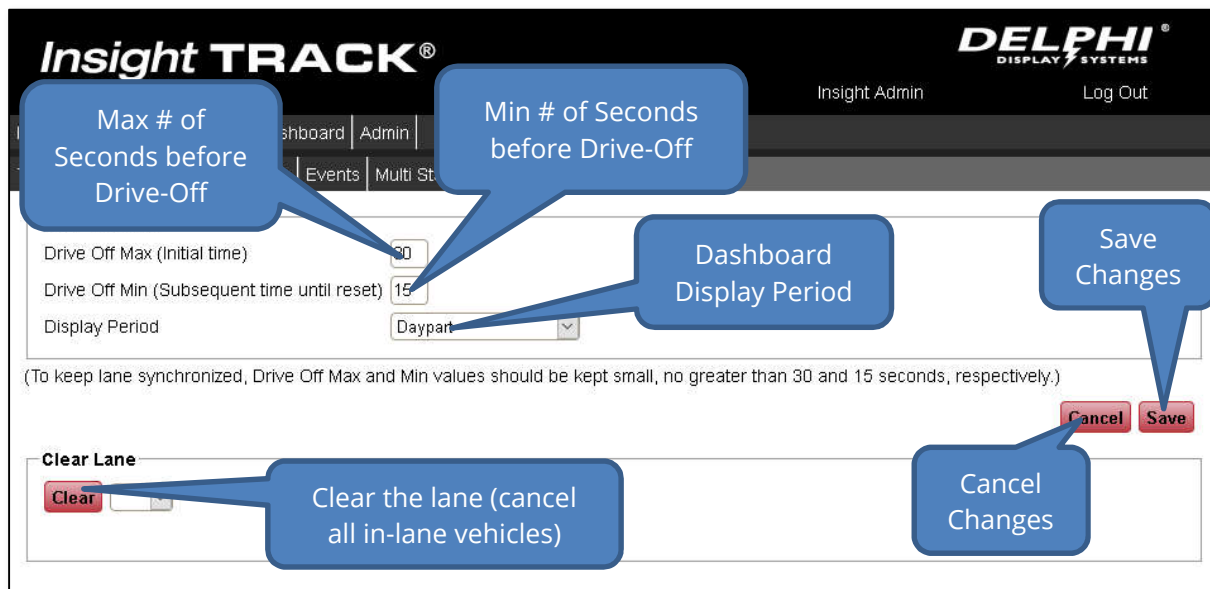


Figure 18 - Multi-Station Event Settings

## 5.7 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.



**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.

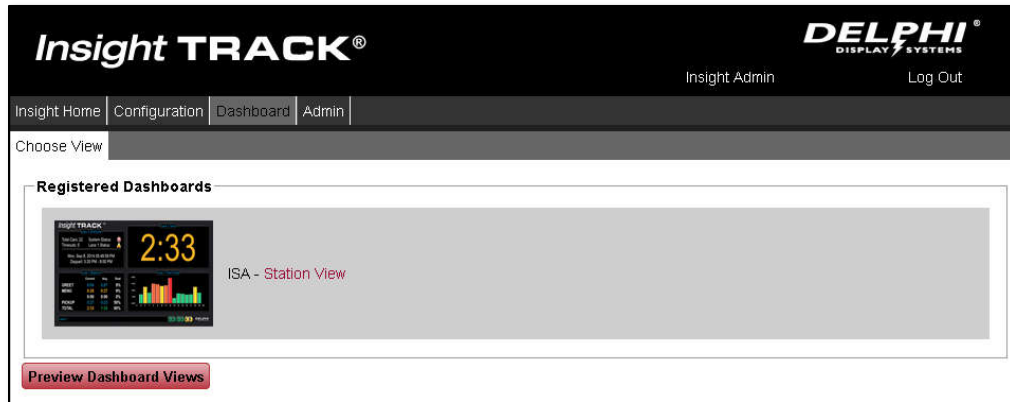
The **Drive Off Min** setting is the number of seconds that the Insight Track timer will wait for vehicles behind the lead vehicle in a lane to show up at the next loop. The concept is the same as Drive Off Max, only this timeout period applies to subsequent vehicles behind the first available vehicle 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 from the drop-down menu next to the "Clear" button.

## 6 Dashboard Menu

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

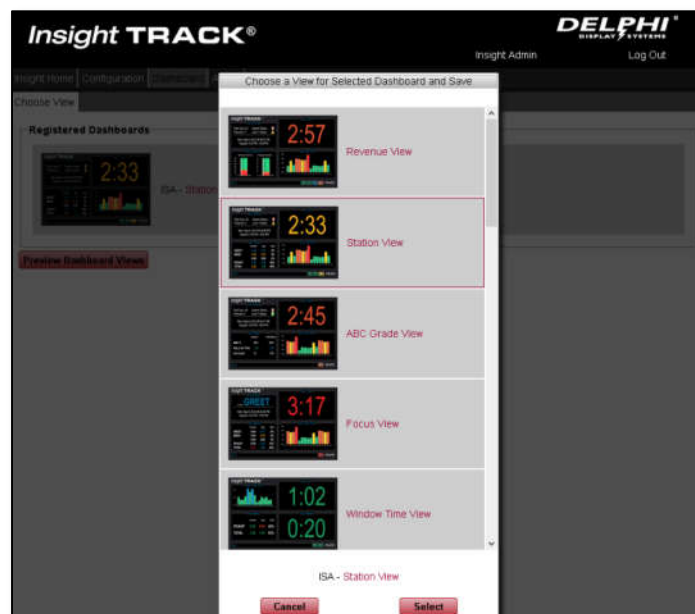


**Figure 20 - Dashboard Configuration**

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. B

### 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 to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).

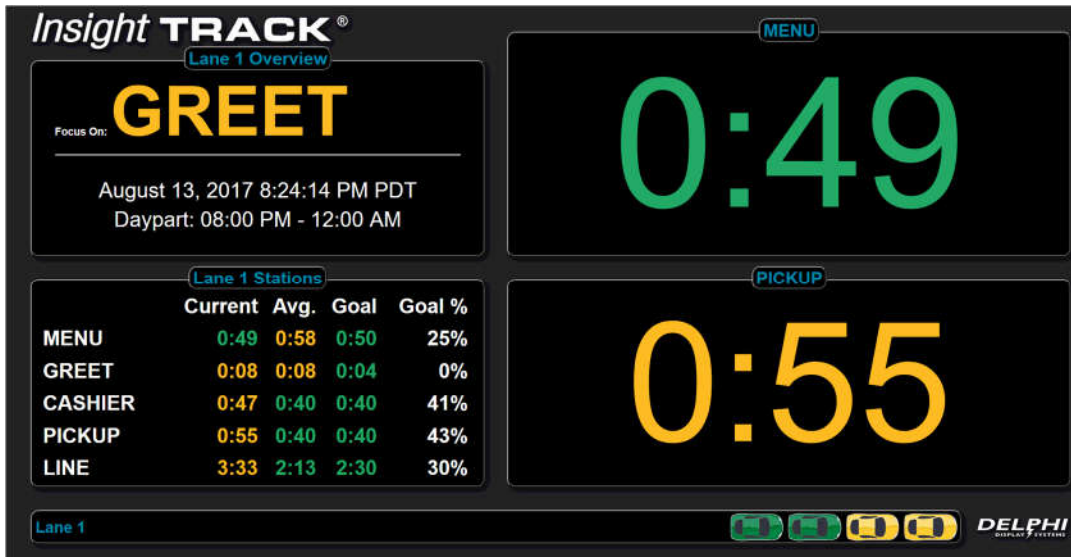


Figure 22 - Single Lane Configuration View

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 to the colors set in the time-trend graph setting in the Administrative menu (see section 7.1).

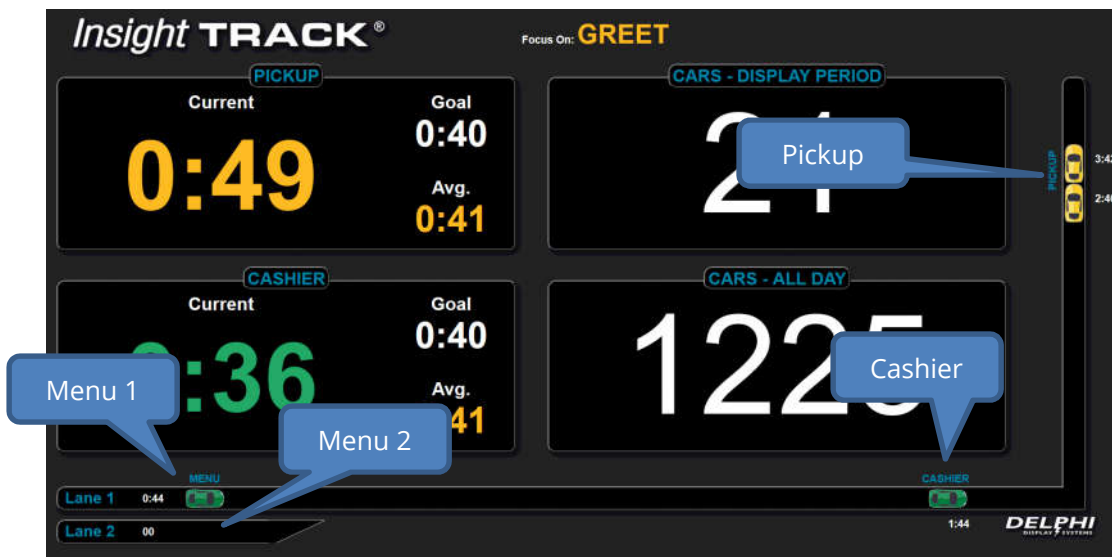


Figure 23 - Y-Lane Configuration View

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

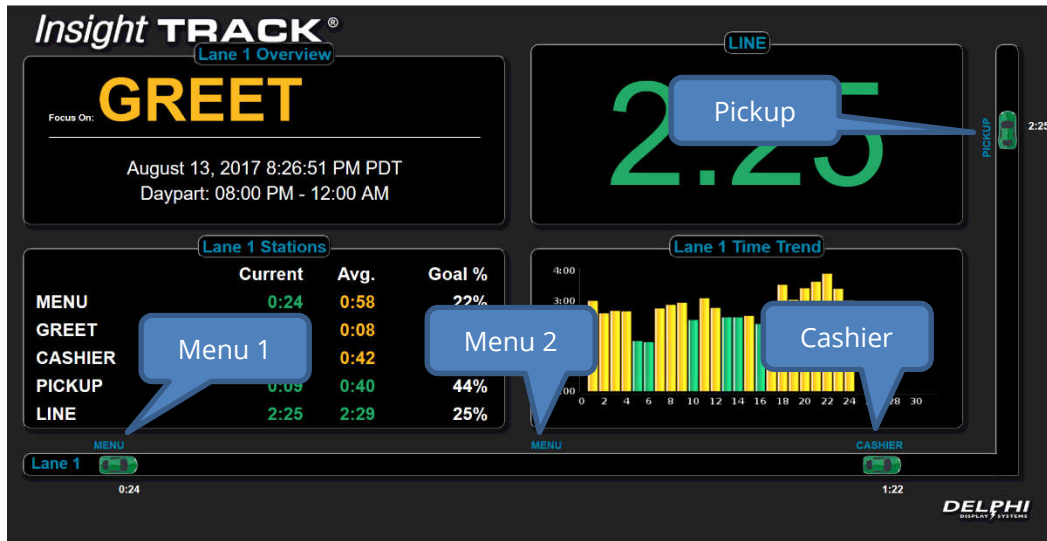


Figure 24 - Tandem Lane Configuration View

## 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, multi-station 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



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).

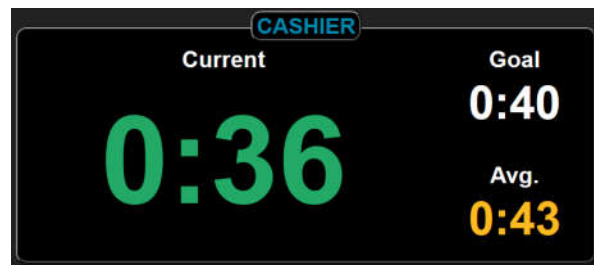


Figure 27 - Single Dashboard Value Quadrant View, with Goal and Average

### 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).

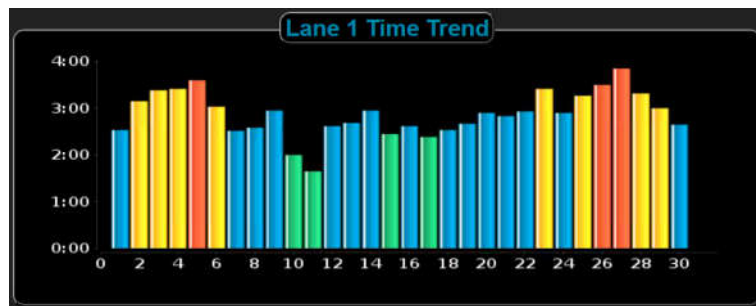


Figure 28 - Time Trend Quadrant View

### 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)

Lane 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

Lane 1 Stations				
	Current	Avg.	Goal	Goal %
MENU	0:49	0:58	0:50	25%
GREET	0:08	0:08	0:04	0%
CASHIER	0:47	0:40	0:40	41%
PICKUP	0:55	0:40	0:40	43%
LINE	3:33	2:13	2:30	30%

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 Trend						
	TODAY			YESTERDAY		
	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 Revenue Quadrant View

For systems that have integrated Verify™ and Track®, the Revenue View gives a bar graph view of the drive-thru's performance in both per-ticket and total sales per hour performance to the goals. Revenue goals are set in the Performance Graph Targets section of the Administrative menu (see section 7.1).

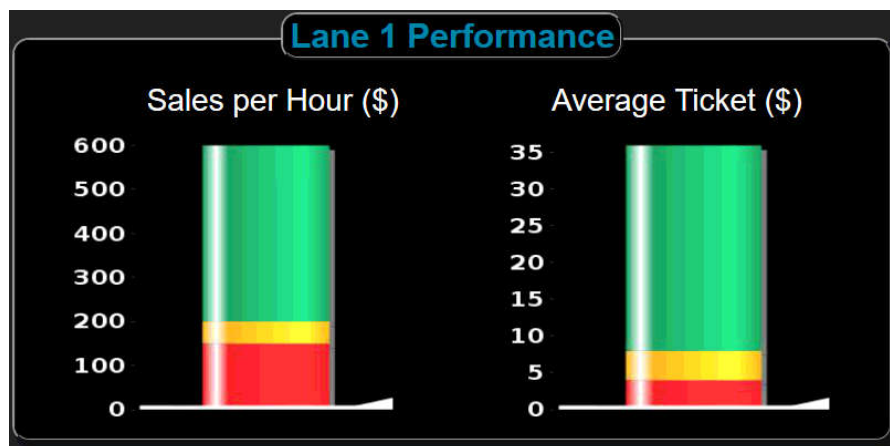


Figure 33 - Revenue Quadrant View

### 6.2.8 Overview Quadrant View

The overview quadrant view displays the current date and time, the current display period boundaries, and the number of vehicles for the current display period. Some dashboard views include the "Focus on" feature in the overview quadrant view. The "Focus on" feature alerts crew to the station that needs the most immediate focus, and 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.



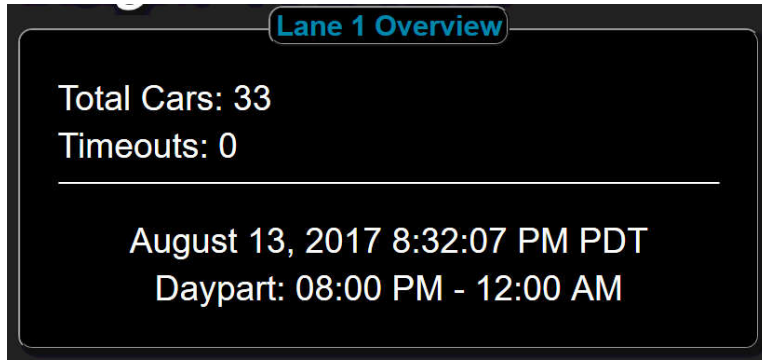


Figure 34 - Overview Quadrant View



Figure 35 - 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 36 - DTIS Legacy Dashboard View 1



Figure 37 - 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 minutes and 42 seconds, 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.

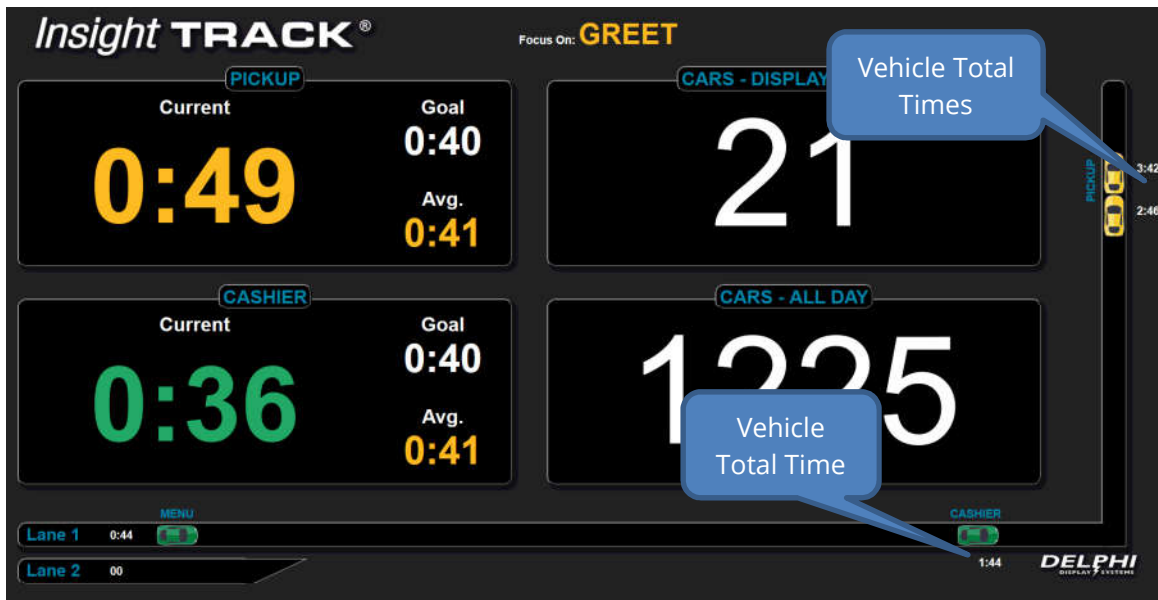


Figure 38 - Y-Lane Dashboard with Vehicle Time Tags

## 7 Admin Menu

The following pages are available through the bottom level menu:

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

Figure 39 - Admin Menu

### 7.1 General Application Management

The screenshot displays the 'General Application Management' configuration page. At the top, there is a navigation bar with 'Insight Home', 'Configuration', 'Dashboard', and 'Admin'. Below this, a sub-menu shows 'General Application Management', 'Packages', 'User Management', 'System Information', and 'System Health'. The main content area is titled 'General Settings' and is divided into several sections:

- Timer:** Includes fields for 'Timer Host IP Address' (192.168.2.79), 'Lag Seconds for Timer Event Display' (0), and 'Seconds between events before timeout' (720).
- Local Settings:** Includes dropdowns for 'Locale' (English (United States)) and 'Time Zone' (America/Los\_Angeles).
- Time Trend Graph:** Includes 'Grade Target Colors' with dropdowns for A (Green), B (Blue), C (Yellow), D (Orange), and F (Red), and a field for 'Number of Bars in Performance Graph' (30).
- Performance Graph Targets:** A table defining targets for Grade A, B, and C based on Sales per Hour (\$) and Average Ticket (\$).
 

Grade Target	Grade Target Colors	Sales per Hour (\$)	Average Ticket (\$)
Grade A Target	Green	> 200	> 8
Grade B Target	Orange	<= 200	<= 8
Grade C Target	Red	<= 150	<= 4
- Overview Pane:** Includes checkboxes for 'Disable status display' and 'Display times in seconds'.
- Focus:** Includes a checked 'Enable' checkbox, radio buttons for 'Use Display Period Cars Goal %' (selected) and 'Use Performance Graph Cars Goal %', and a 'Focus Events' list with 'menu', 'greet', 'cashier', 'pickup', and 'wait'.

At the bottom right, there are 'Cancel' and 'Save' buttons.

Figure 40 - General Application Management Screen

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

<b>Timer Host IP Address</b>	Set the local IP address for this ISA device
<b>Lag Seconds for Timer Event Display</b>	Set the time delay between event detection and display of the event on the dashboard (default = 0)
<b>Seconds between events before timeout</b>	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"
<b>Time Trend Graph</b>	Select the color on the dashboard display to correspond to a particular performance grade
<b>Number of Bars in Performance Graph</b>	Set the number of bars displayed in the Performance Graph histogram ( <i>note: this is only valid for Dashboard configurations that include the Performance Graph</i> )
<b>Local Settings</b>	Set the locale and time zone. Display of numbers, language, and other local conventions are modified on the Track system if you change the locale.
<b>Performance Graph Targets</b>	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.
<b>Disable Status Display</b>	Turn off the local dashboard display.
<b>Display Time in Seconds</b>	Display all times in seconds only (default is Minutes and Seconds)
<b>Focus Feature</b>	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.
<b>Use Display Period Goal %</b>	Signal Focus Alerts based on the average performance for the currently selected day part of time shift period.
<b>Use Performance Goal %</b>	Signal Focus Alerts based on the average number of cars shown in the performance graph.
<b>Focus Events</b>	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.

## 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.

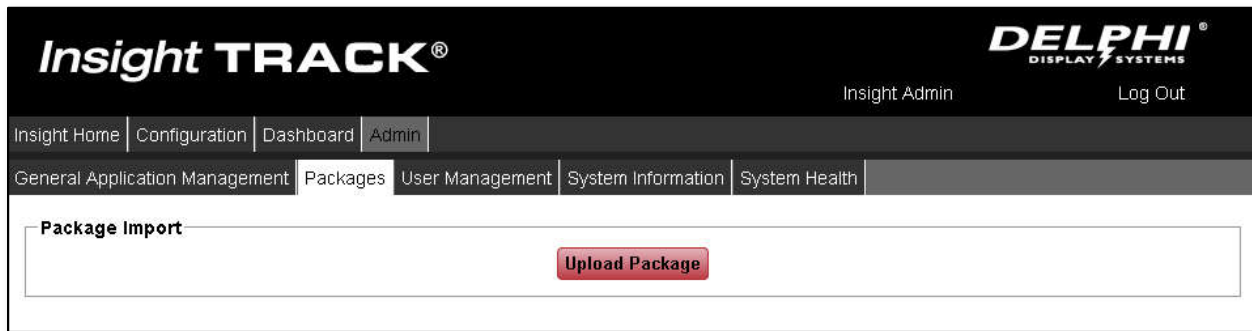


Figure 41 - Package Import Page

To upload a package file, click the **Upload Package** button. Then find the package you wish to upload, click 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.

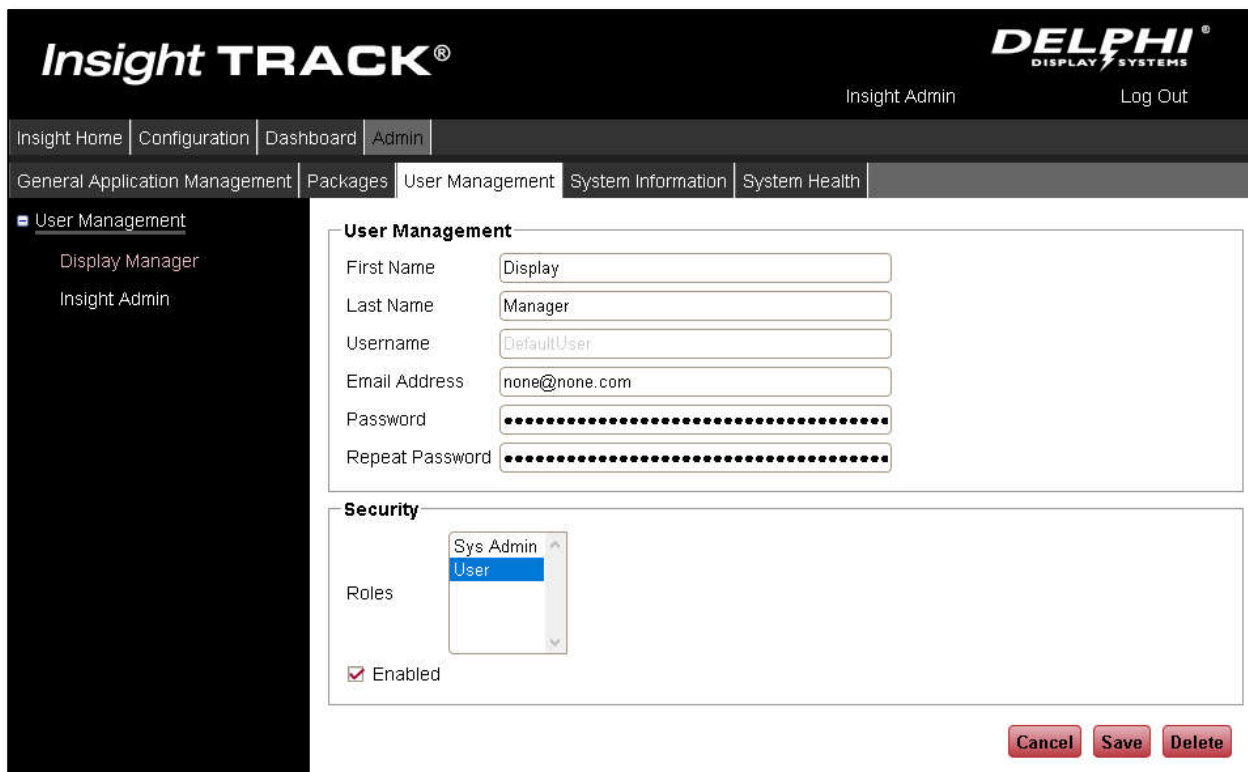


Figure 42 - User Management

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).

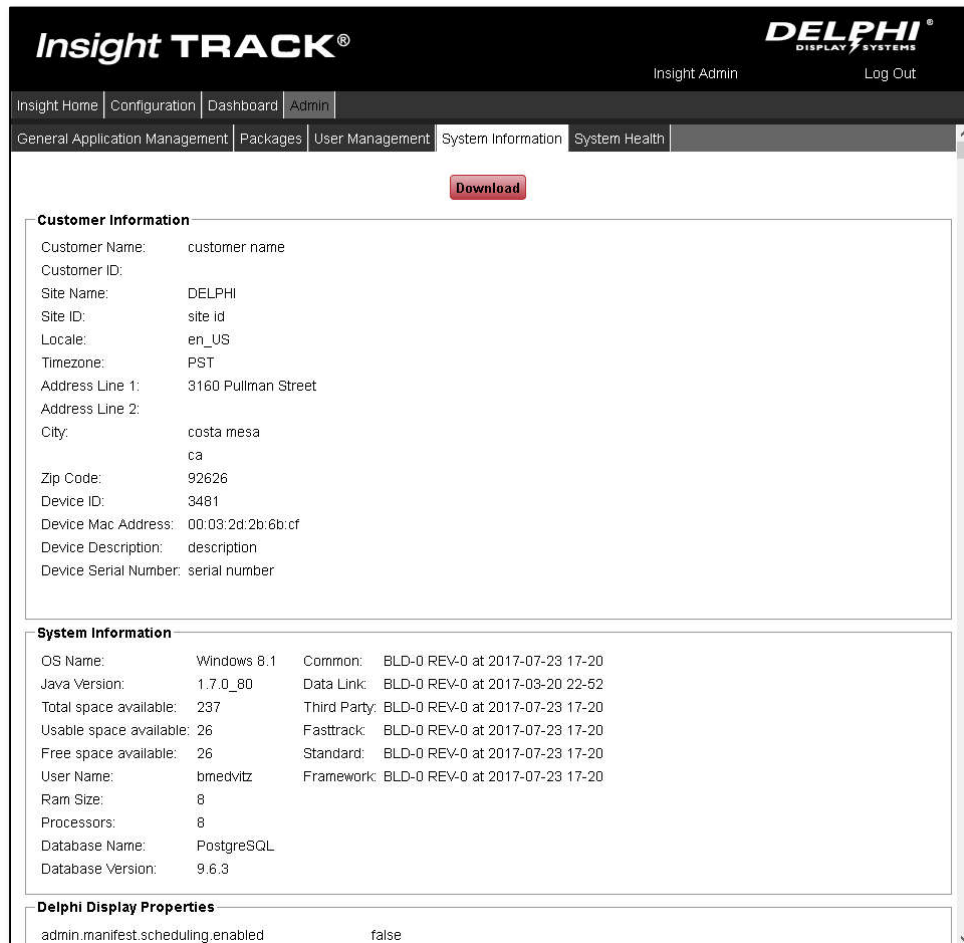
Un-check the **Enabled** button to disable the selected user and prevent them from logging in.

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 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.



**Insight TRACK®** **DELPHI®**  
DISPLAY SYSTEMS

Insight Admin Log Out

Insight Home | Configuration | Dashboard | Admin

General Application Management | Packages | User Management | **System Information** | System Health

[Download](#)

**Customer Information**

Customer Name: customer name  
 Customer ID:  
 Site Name: DELPHI  
 Site ID: site id  
 Locale: en\_US  
 Timezone: PST  
 Address Line 1: 3160 Pullman Street  
 Address Line 2:  
 City: costa mesa  
 ca  
 Zip Code: 92626  
 Device ID: 3481  
 Device Mac Address: 00:03:2d:2b:6b:cf  
 Device Description: description  
 Device Serial Number: serial number

**System Information**

OS Name: Windows 8.1	Common: BLD-0 REV-0 at 2017-07-23 17-20
Java Version: 1.7.0_80	Data Link: BLD-0 REV-0 at 2017-03-20 22-52
Total space available: 237	Third Party: BLD-0 REV-0 at 2017-07-23 17-20
Usable space available: 26	Fastrack: BLD-0 REV-0 at 2017-07-23 17-20
Free space available: 26	Standard: BLD-0 REV-0 at 2017-07-23 17-20
User Name: bmedvitz	Framework: BLD-0 REV-0 at 2017-07-23 17-20
Ram Size: 8	
Processors: 8	
Database Name: PostgreSQL	
Database Version: 9.6.3	

**Delphi Display Properties**

admin.manifest.scheduling.enabled false

**Figure 43 - System Information Page**

## 7.5 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.

## 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.

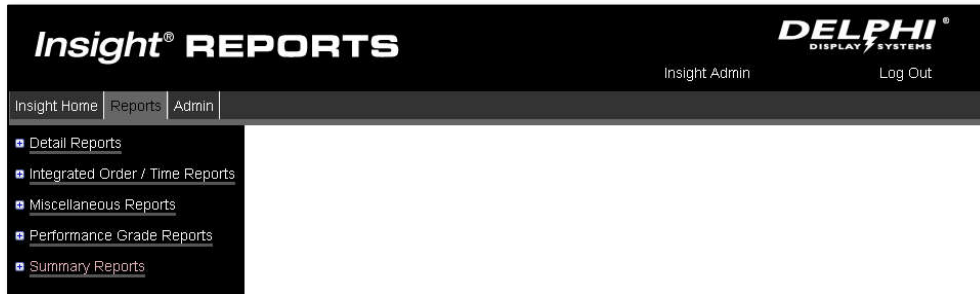


Figure 44 - Reports

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.

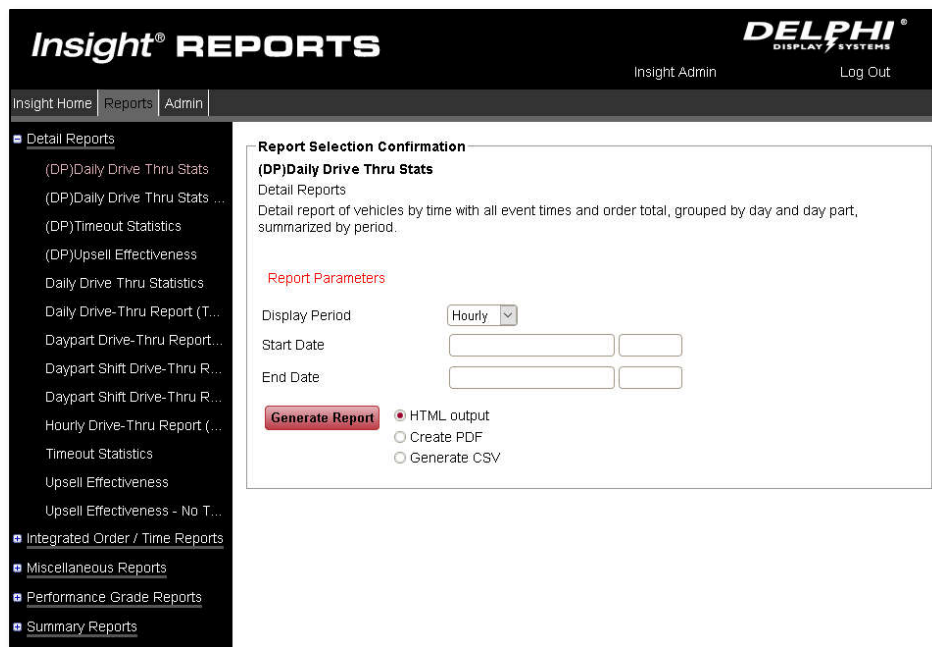


Figure 45 - Generating a Report

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.



## 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: [techsupport@delphidisplay.com](mailto:techsupport@delphidisplay.com)**