

FAULT FINDING A NON WORKING DRIVE THROUGH TIMER SYSTEM

PLEASE NOTE:- THE SUMMIT DRIVE THROUGH TIMING SYSTEM IS ONLY SUPPORTED VIA PHONE DURING THE HOURS OF 8am AND 5pm MONDAY TO FRIDAY. SUPPORT FOR THE TIMER AFTER THESE HOURS AND DURING PUBLIC HOLIDAYS WILL ATTRACT THE FOLLOWING AGREED CHARGES.

- A. MONDAY TO FRIDAY, AFTER HOURS = \$150
- B. SATURDAY, SUNDAY & PUBLIC HOLIDAYS = \$550

BEFORE RINGING YOUR HELP DESK, OR SUMMIT, PLEASE CARRY OUT THE FOLLOWING PROCEDURES,
NOTE:- THERE ARE 2 VERSIONS OF SUMMIT TIMER, THE FOLLOWING IMAGES BELOW DESCRIBE THE DIFFERENCES.

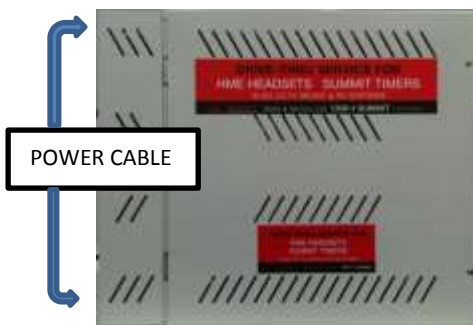


Fig-1 P.T.S.B



Fig-2 P.T.S



Fig-3 Monitor

IF YOUR DRIVE THRU TIMER IS NOT WORKING DUE TO A POWER OUTAGE OR OTHER REASON, PLEASE FOLLOW THE BELOW PROCEDURES **BEFORE** CONTACTING SUMMIT INNOVATIONS.

P.T.S.B (Pure timer system box)

1. If you have a P.T.S.B it will look like the one in Fig-1 and will be on a wall either near the office or down the corridor between the Cash & Presenter window.
2. The box will have a power lead either from the bottom or top of the box as shown in Fig-1 and should be plugged into a wall socket.
3. Turn the power off at the socket and wait for 15 seconds and then turn it back on, this will re-set the timer.

P.T.S (Pure Timer System)

1. If you have a standalone P.T.S as shown in Fig-2 above it will either be in the office in a cupboard or bolted under a desk, or behind the Timer monitor in the office.
2. Check to see if there is a light on the inside of the grill as shown above in Fig-2, if there is a light but no images on the monitors do the following.
3. Press and hold in the power button as shown in Fig-2 for approx. 10 seconds until you see the light extinguish, then wait for 10 seconds, then press the button once to re-power, now check the monitors to see if the system is re-booting.

FAULT FINDING A NON WORKING DRIVE THROUGH TIMER SYSTEM, Cont.

Monitor

1. Ensure there is a light on, on the monitor as shown above in Fig-3, if there is no light ensure the monitor is plugged in to a wall outlet and there is power at the outlet, press the power button on the monitor and see if the light comes on.
2. If the light comes on and a message flicks on the monitor for a short time saying “Going to sleep” “No Signal” or the like, follow the above procedure to re-power your timer.
3. If you have a P.T.S.B some monitors may be powered from the box and as such will not show a light until the main P.T.S.B is powered.
4. Some monitors may also have their power supply fed from a source in the ceiling due to installation constraints, if this is the case simply ensure the round power socket at the rear of the monitor is plugged in.
5. If all the above has been carried out and the monitor still does not power up, I.E. no light comes on, it may be a damaged power supply and as such will require replacement.

FOOT NOTES:-

Other factors may prevent the timer system from operating, below is several such factors and what to look for.

The summit timer system runs from a Mini PC on a Microsoft Windows operating system and like all computers can go faulty, if you have followed all above procedures but your timer system is still not starting it may be stuck in its BIOS start procedure, this is the initial boot protocol for all Computers and will be visible by several lines of text on the monitors as opposed to the typical Microsoft Windows or Timer screen.

If this is the case, do the following.

1. Follow the above procedure for re-powering but only turn off the PC, do not re-start it.
2. Leave the PC off for a period of time and then turn it back on.
3. If the same screen returns, turn the timer off and contact summit.
4. Sometimes PC's can lose their initial settings and as such will ask for a keyboard to be connected then to press F1 to continue, if this is the case, ensure your keyboard is plugged in and press F1 to continue.

SUMMIT TIMER AND EoPS SCOREBOARD

The Summit Timer sends data to the Sydney server and this is then reflected on the EoPS scoreboard, if the Summit Timer is not functioning then it will not be sending data to the scoreboard.

Summit does not install nor support the EoPS scoreboard.

