



Vuze™ Table Location System

User and Installation Manual

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CONCEPT

The Vuze Table Location System provides users the ability to quickly identify where a party is located in a restaurant in order to deliver food in a timely and efficient manner.

By using Vuze by HME Wireless ("HMEW") users will have the ability to craft their system to fit their needs and budget. Unlike other systems, HMEW's active RFID technology allows users to create Delivery Zones or, by adding additional tags, have a tag per Table. Delivery Zones allow food runners to eliminate a majority of the restaurants floor space when locating a guest. Food runners can be fully engaged with diners and ensure the best experience is offered, while quickly delivering the order.

Vuze provides users multiple view options; list, image, or map; for finding their customer, as well as, the ability to cater Delivery Zone or Table names to whatever they desire like Window, Patio, or Booths. This flexibility offers quicker training and eliminates the need for learning or referencing a floor map full of foreign numbers.

For greater flexibility, Vuze is available in two different options.

Cloud

- BYOD ("Bring Your Own Device") - Cloud users can utilize most internet enabled devices such as a tablet or iPad, desktop, or laptop PC to access the Vuze user interface in an UNLIMITED number of locations throughout the restaurant.
- The entire Vuze experience runs from HMEW hosted servers and is visible locally or remotely via secure web access.
- Dynamic reporting allows upper or support Management the ability to identify volume trends at a glance.

Hybrid

- Hybrid users can purchase a Vuze specific PC from HMEW to run the entire Vuze experience, including reporting, locally in the restaurant.
- Each Vuze PC is WiFi capable, allowing users the option of connecting to the HMEW cloud server to push data for next day reporting or for obtaining software updates from the Cloud, both of which are included with your Vuze software license.
- Optional Remote PC Support is available for Vuze Hybrid customers, contact HMEW for pricing.

COMPONENTS

Your Vuze Table Location System is comprised of three hardware elements; the GuestTag, the ReferenceTag, the Gateway, and one software element; the Vuze Location Software

GuestTag

- A numbered coaster style device that is handed to a guest to determine their location.
- Runs on a rechargeable battery pack and can hold a charge for up to 15 hours between charges.
- Stacks on the GuestTag charger for recharging. For best results, do not stack more than 15 tags high.
- GuestTag charger looks similar to the GuestTag with two exceptions; 1) does not have number on the top face and 2) has two charging holes in the back case for the power supply and to "daisy chain" multiple chargers together with a "jumper wire." (Available from HMEW, part# JMP).



ReferenceTag

- A three part, weather resistant tag that will be secured to a location or object in the restaurant.
- Runs on two "A" cell Lithium Ion batteries (contact HME Wireless for replacements, part# ALITH). Expect 12-24 months battery life, depending on delivery volume.
- ReferenceTags identify specific points in the restaurant that will be displayed on screen as locations.



Vuze Gateway

- The "engine" of the Vuze system; catches all traffic from the GuestTags and pushes it to the appropriate location for processing.
- Requires a clear line of sight to the dining room. For the best experience, it is recommended that the Gateway be placed approximately 6 - 10 feet from the floor with the antenna pointing up. A common location is to mount the gateway to a swing arm in a Hybrid installation or in the office in a Cloud installation.



VUZE SOFTWARE

The Vuze software allows users to quickly identify the location of a GuestTag (customer) based on information received by the Gateway. Users have the option to select from three different display interfaces and can switch between them at any time; List View, Image View, and Map View.

List View

- Shows a "paddle" for each GuestTag that is active.
- Paddles are displayed in the order GuestTags become active.
- Paddle record shows the GuestTag number, the Location, and two optional Timers.
 - One represents the amount of time that the GuestTag has been active.
 - The other represents that amount of time that the GuestTag has been at the most recent location.
- Each Paddle has three user defined color thresholds based on how long the Paddle has been on screen; green, yellow and red.
- If a customer has already been registered to a location and chooses to move, the Paddle will show as white with a green border.

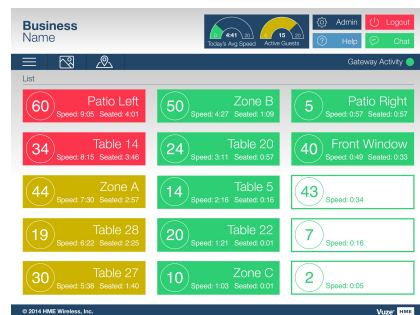


Image View

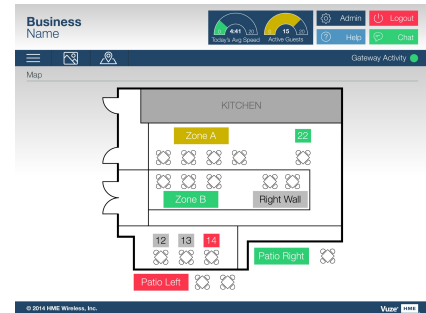
- Shows an image for each GuestTag that is in the system.
- Images are in fixed positions, either in numeric or alphabetical order.
- The bottom of each image will display the location of the GuestTag once it has been registered.
- Image background colors will change based on the thresholds previously mentioned.
- Details for each record are available by touching or clicking the image.



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Map View

- Shows a floor map with each zone or table identified by name.
- When a GuestTag is located to that zone or table, the background color will change and the timer will be displayed.
- Details for each record are available by touching or clicking the image.



Admin

Vuze software offers users the ability to obtain graphical and detail reporting for a set date period or in real time through a PIN secured Admin section. Additional functions allow the user to define thresholds for the display, see detail of the data coming from the gateway in real-time, or see details of system logic for troubleshooting.

DEPLOYMENT

The Vuze Table Location system utilizes a technology called Active RFID. Active RFID allows the tags to be in constant communication with each other and aids in ensuring that the system is as real-time as possible.

To ensure the best experience when using Vuze, it is important to understand one core ideal throughout.

A GuestTag MUST hear the same ReferenceTag two times in a row (2x) for it to register an update on the display.

For example: GuestTag # 10 is handed to a guest and they go to sit down.

As that guest is moving through the dining room #10 is calling out and listening for any ReferenceTag responses. After the ReferenceTags respond, #10 collects all of that information and transmits it to the Gateway for processing.

The ReferenceTag that is considered the LOUDEST is what the system considers to be the closest, regardless of distance. Since the guest is moving, each time #10 responds back to the system it is hearing a different ReferenceTag as the loudest (since it is not 2x in a row, the system is not updated).

When the guest sits down in Zone 4 or by the Window or on Table 12, the GuestTag will continue to call. Since the guest is no longer moving it will hear the ReferenceTag marking that area 2x or more in a row and will update the screen to show the appropriate location.

The same concept applies when handing out a GuestTag ("Activating"), returning a GuestTag ("Deactivating") or picking up a GuestTag ("PickUp"); the specific GuestTag MUST hear the same ReferenceTag 2x in a row before the system will update.

! Gateway Connection

Hybrid: Plugged directly into PC.

Cloud: Plugged directly into internet router



Metal surfaces or

obstructions may deflect the ReferenceTag signal resulting in a tag not being the LOUDEST, though it may be closest.

Recommendations for obstructions are located in the help section of Vuze or at hmeapps.com/help/vuze



When moving the

GuestTag will call out every four (4) seconds and when at rest every twelve (12) seconds. As a result, you may see a slight delay on the display.



If unclear, please contact your HMEW representative for which style installation was configured prior to shipment.



GuestTags will need to charge a minimum of one hour prior to use.

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Hardware Setup

- Unpack and identify all GuestTags and GuestTag chargers. Place in designated locations near or around register or primary distribution area.
- Ensure adequate power is available for the chargers. HMEW recommends that all components be plugged into surge protection devices.
- Plug power supplies into chargers and place GuestTags on chargers.
- Utilizing the previously completed Site Survey and floor map (copies provided in packaging) determine where the PC or device(s) that will display the Vuze software will be located, typically in the "expo" area. Ensure that there is adequate power available for the device(s); giving consideration for the Gateway in a Hybrid installation as well as charging cables for tablets or iPads.
- Unpack, identify, and separate each of the ReferenceTags according to the tag "type". Each tag will be labeled based on information provided during the sales process.
 - There are four "types" for ReferenceTags:
 - Activate - located where the GuestTags are distributed to guests; i.e. Register, Host Stand
 - Zone or Table - labeled by name to indicate the location in the dining room; i.e. Window, Table 14
 - Deactivate - located where the GuestTags are collected after food has been delivered; i.e. Expo
 - PickUp - for a location not considered Deactivate or Activate but utilized to clear a record off screen as delivered.
- Confirm that all equipment that is anticipated is accounted for. HMEW will provide in the packaging recommended wood screws for mounting ReferenceTags as well as plastic zip ties if Patio tables were identified on the Site Survey or floor map. Commercial grade Velcro® (not included) is recommended if mounting is not possible with provided screws or ties.
- Utilizing the floor map previously provided place the ReferenceTags in their marked locations.



A tablet or iPad will likely not maintain a charge for an entire day. Consider charging and any brackets or mounting when choosing a location.



DO NOT mount the ReferenceTags at this point.



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Gateway & Display Setup

Setup of the Gateway and Display varies depending on if the Vuze system is a Cloud or Hybrid installation. Please refer to only the section that is appropriate for your situation.

Cloud

- BYOD ("Bring Your Own Device") - Cloud users can utilize most internet enabled devices such as a tablet or iPad, desktop or laptop PC to access the Vuze user interface in an UNLIMITED number of locations throughout the restaurant.
- The entire Vuze experience runs from HMEW hosted servers and is visible locally or remotely via secure web access.

NOTE: Questions regarding the placement or configuration of the Gateway for a Cloud installation should be directed to your local IT contact.

GATEWAY

- Prior to shipment, HMEW was provided information regarding network configuration for your Gateway and has completed all of the necessary changes.
- The Gateway requires a direct connection to the internet to push all of the data to the HMEW servers.
- Once connected to the internet, the Gateway will begin "pinging" the HMEW servers every 10 seconds.

NOTE: If unsure about connecting the Gateway, assistance available in Help within Vuze or at hmeapps.com/help/vuze

DEVICE (TABLET, IPAD, LAPTOP)

- Everything for the software is set up by HMEW prior to shipment. You will receive from your corporate contact (or HMEW) the login credentials associated with your account.
- From your device, open your web browser to www.hmeapps.com/vuze and login with the credentials provided.
- To confirm the Gateway connection is active:
 - Select ADMIN in the upper right corner. PIN is 2211 (you must click or touch the keys).
 - Select REPORTS from the left hand menu, then LOGS. Under LOGS you will see a number of tabs, select PINGS.
 - PINGS will show the most recent pings of your Gateway to the HMEW servers.

! Google Chrome is the required web browser for running the Vuze software on all non-iPad devices.

NOTE: If info in PINGS table is not recent or blank, check the Gateway connections and power. Assistance available in Help within Vuze or hmeapps.com/help/vuze

➡ Device setup is complete, proceed to page 10 ➡

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Hybrid

- Hybrid users can purchase a Vuze specific PC from HMEW to run the entire Vuze experience, including reporting, locally in the restaurant.
- Each Vuze PC is WiFi capable, allowing users the option of connecting to the HMEW cloud server to push data for next day reporting or for obtaining software update from the Cloud, both of which are included with your Vuze software license.
- Optional Remote PC Support is available for Vuze Hybrid customers, contact HMEW for pricing.
- Prior to shipment, HMEW has fully staged, configured, and tested your Vuze PC with your tags. You will receive from your corporate contact (or HMEW) the login credentials associated with your account.

TOUCH SCREEN PC

- Ensure proper power is available and place PC in pre-determined location.
- PC will automatically start once it is powered on. If prompted for a password, utilize **hmew**
- Once on, the PC will automatically load Vuze. A review of the interface is detailed later in this document.

 If mounting the PC, the base may be removed from the PC by removing the plate and four screws on the back side. Images of PC and its connections are available in Help within Vuze or hmeapps.com/help/vuze

GATEWAY

- The Gateway requires a direct connection to the Vuze PC's Ethernet or network connector.
- Ensure proper power is available for both the Gateway and the PC. HMEW recommends all components be plugged into surge protection devices.
- Install Gateway in a location that is between 6 - 10 feet off the ground with the antenna pointing up. Be sure to avoid stainless steel or other metallic surfaces.
- To confirm the Gateway connection is active:
 - Login to Vuze with the credentials provided.
 - Select ADMIN in the upper right corner. PIN is 2211 (you must touch the keys).
 - Select REPORTS from the left hand menu, then LOGS. Under LOGS you will see a number of tabs, select PINGS.
 - PINGS will show the most recent pings of your Gateway.

NOTE: If mounting the PC display to a wall, the Gateway is commonly affixed to the mounting arm.

Mounting arms are available from HMEW, contact your sales representative for pricing (part #PCMOUNT)

NOTE: If info in PINGS table is not recent or blank, check the Gateway connections and power. Assistance available in Help within Vuze or hmeapps.com/help/vuze

 PC and Gateway setup is complete. 

TESTING

The Vuze software is designed to allow a user to quickly identify the location of a GuestTag (customer) based on information received by the tags.

As mentioned previously, the Vuze system is Active RFID and constantly calling; as a result, there will be moments when the system will display a location that is adjacent to the intended location. This is an expected consequence of the constant communication going on with the system. During the testing phase, users and installers can work to reduce these instances by testing the ReferenceTag locations and making slight adjustments to the tag placement detailed on the map provided.

There are four types of possible actions that occur in a GuestTag "transaction"

- Activate - begins the transaction when the order is taken.
- Seat - a GuestTag hears the same ReferenceTag 2x at a Delivery Zone or Table.
- Pickup - a GuestTag hears a ReferenceTag used to mark a Pickup.
- Deactivate - ends the transaction after the food is delivered.

Testing Activate and Deactivate Tags

- The Activate and Deactivate tags have the most influence on your system performance.
- When placing Activate tags near the cash register keep in mind some of the following:
 - The tag signal will be deflected by metal surfaces so try not to place directly next to object like cash drawers, coolers, or wire metal racks.
 - It is important to have a 6 - 12 inch space between the Activate tag location and the GuestTags.
- To ensure Activation on each transaction, make sure that the GuestTag is taken off of the charger early enough in the POS entry to ensure that the GuestTag has time to call 2x and hear the Activate Tag. Rushing this process and taking the tag off of the charger too late will cause the system to not hear the Activate command and impact the records on screen.

 The system is developed and intended to eliminate a majority of the dining room from consideration when delivering food. While delivering food, staff should be fully engaged and scan the area for the intended guest as well as other opportunities for service.

 A "transaction" is defined as the time from when a GuestTag is handed to a guest until the time that the GuestTag is returned to the deactivate area after food delivery.

NOTE: For testing, utilize two GuestTags from the charger with the ReferenceTags placed in the dining room as described on page 7.

NOTE: When a GuestTag is charging, the tag is in Sleep Mode and will not send any updates. When Activating or Deactivating ensure that the tag has enough time to hear the nearby ReferenceTag 2x (approx 10 seconds).

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- To ensure the GuestTags are hearing the Activate and Deactivate tags perform the following test:
 - Remove a GuestTag from the charger. When the tag is removed and coming out of Sleep Mode you will see the red LED on the tag flash twice, this indicates that the tag is awake and active.
 - Wait approximately 10 seconds then take the GuestTag into the dining room and place it at a location adjacent to a ReferenceTag.
 - After a few seconds the Vuze display will show the paddle for that tag on screen with the name of the ReferenceTag that it is sitting next to.
 - Once that is seen on screen, remove the GuestTag and take it to the Deactivate area.
 - When it has been in the Deactivate area for approximately 10 seconds the paddle will automatically drop off of the screen.
 - Testing is complete for the Activate and Deactivate tags.
 - Should you see different results, adjust the location of the Activate or Deactivate tags to ensure they are clear of any metal surfaces and have adequate distance from the GuestTags and retry.

Testing Delivery Zone or Table Tags

After completing the test for Activate and Deactivate tags, you are ready to test the ReferenceTags used for identifying Delivery Zones or Tables. To accomplish this perform the following test:

- Follow the steps above for testing the Activate tag.
- Test the GuestTag(s) at each area marked on the provided floor map to ensure that each ReferenceTag is showing as expected.
- Once the ReferenceTags locations have been tested and confirmed, place the ReferenceTags under the object or table like on a seat and perform the above test a second time.
 - This second test will ensure that objects below table top level like walls, booth seats or adjacent hightop tables do not adversely affect the previous test.



When moving

GuestTags from the Deactivate area to the Activate area or chargers, be aware of the following:

If GuestTags are collected in a basket or bin at the Deactivate area, move the entire basket to the Activate area before placing tags on the charger.

GuestTags placed on the charger go into Sleep mode immediately. Prior to placing GuestTags on the charger ensure that they have adequate time to hear the Activate tag 2x. Failure to do this results in an action we call "Ghosting."

Details on preventing Ghosting are listed in Assistance available in Help within Vuze or hmeapps.com/help/vuze



A location is based on the LOUDEST ReferenceTag being heard 2x. That may not always be the closest. It is important when placing ReferenceTags that diligence is taken in ensuring they are not mounted next to items that will cause the signal to be deflected or impacted; such as, walls or snug against table legs.

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- Adjust ReferenceTag placement by hand until the desired results are achieved.
- It is not necessary to test every inch of the tabletop but it is important to factor where a guest may place a GuestTag when waiting.
- Once you are comfortable with the location of the ReferenceTags and have an understanding of what area will display on screen, the test is complete.
- Return the GuestTags to the Deactivate area to clear the records on screen.

NOTE: Help within Vuze or hmeapps.com/help/vuze sites various examples of tag situations and how to ensure the anticipated result.

 If a ReferenceTag does not respond, check the batteries by unscrewing the top "bubble" piece of the

MOUNTING

When all testing is complete and you are satisfied with the results and location of each of the ReferenceTags it is time to mount them. Each ReferenceTag is comprised of three pieces; the mounting plate which mounts to the table or object, the face or bottom plate, and the tag or bubble. The face plate and tag snap into the mounting plate on it is on the table or object.

RECOMMENDED TOOLS

Drill with Phillips screw bit
Needle nose pliers
Cutter

- For wood tables and objects: place mounting plate onto object and secure to table. Only two screws are necessary to ensure a quality installation, additional screws can be added as desired. HMEW will provide an allotment to install two screws with each tag.
- For wire mesh patio tables: if possible, HMEW recommends mounting the ReferenceTag on the table top. If not possible, utilize two plastic zip ties (included) to secure the mounting plate to the table. Once secured snap in the ReferenceTag (may require a bit of force) and trim the excess ends of the plastic ties.
- For solid metal or dense surfaces (concrete, marble): these surfaces will cause significant deflection of the RFID signals and HMEW does not recommend mounting the ReferenceTag underneath these types of surfaces. Contact HMEW for recommendations specific to your installation.

 Wire Mesh tables used on patios cause deflection of RFID signals. HMEW recommends Zone installations for Patios and, if possible, securing the tag to an object that will not deflect the signal as much like planter boxes or security fences.

! Once all tags are mounted installation is complete. !

SYSTEM USE

As GuestTags are distributed to customers and they are seated, you start to see the Vuze display updating. The Vuze display offers three different views for users to choose from; the List view, the Image view, and the Map view. Regardless of the view, each screen displays live gauges showing current number of guests waiting as well as the days Average Wait Time. Each record carries four (4) potential pieces of information about that customer.

- GuestTag - the number distributed to the customer and to be found when delivering food.
- Location - the name assigned to the Delivery Zone or Table when the GuestTag is located.
- Timers - time since the last Location has been registered and/or total transaction time (user adjustable).
- Threshold Color - displays if the Seated time is within user defined parameters.

Vuze Display Options



In the List view, this information is provided in a "paddle" format listed by the first record on screen at the top. Each paddle displays the GuestTag on the left, followed by the Location, with the Timer below. Colors are determined by a threshold set in Admin.

NOTE: Reports are based on the time that the GuestTag is activated not when the paddle appears on the display.

- The Vuze display is designed to not show a paddle until it is at it's first location; therefore, the timer will not read 0:00 when the record first appears.

The Image view allows busy operations the option of quickly finding a GuestTag number by having the GuestTags always be in the same location on the display. Helpful in a multiple kitchen scenario or in operations when food is coming out in an order that is not the typical first in-first out. Instead of hunting through a list of paddles, the

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images are lined up in either numeric or alphabetical order. The background of each image will change as the timer passes each user defined wait threshold. Location is displayed on the bottom part of the image and by touching or clicking each image the user can see the timer details.

The Map view is a location based view that shows the entire floor map with each of the ReferenceTags called out as Delivery Zones or Tables. In this view, the ReferenceTag will change color and show any active tags that are located to them. On a touch or click, a popup box will show all the details for that location.

Help / Chat

The upper right hand corner of each view provides an easily accessible Support section. This will allow users to quickly have at their disposal access to content, tips, and tools relating to your Vuze system; including a direct link to HMEW Live chat to answer any questions.

 Some content, like Live Chat, requires WiFi connectivity. Hybrid users without connectivity should contact HMEW at 800-919-9903.

Admin

Additionally in that area is access to the Admin portion of Vuze. By clicking on Admin you will be presented with a PIN pad for secure access to this area.

 Default PIN is 2211. You must click or touch the number pad to enter the PIN, typing will not work.

SETTINGS

Allows users to set their default settings for the color thresholds and the default view on the display screen.

- Minimum Threshold (in seconds) determines when the customer record changes from green to yellow, based on the Seated timer not total time.
- Maximum Threshold (in seconds) determines when the customer record changes from yellow to red, based on the Seated timer not total time.
- Default View allows the user to set which view will come up when logging in.
- Show Timers allows the user the ability to select which of the timers are shown with each record.

REPORTS

Under Reports there are three (3) sub-categories; Response Time, Details, and Logs. Each will provide information in real-time as well as your Vuze history.

- Response Time: provides graphical as well as detail of your location. Information is selectable by date range as well as the option to select two views for that date period, Weekly and Hourly.

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- Weekly shows cumulative data by day for the selected date period with the option to dive deeper into the details by clicking on the links or graphs.
- Hourly shows cumulative data by hour for the selected date period.
- All reports can be mailed in .CSV format.
- Details: automatically dives to the lowest level of information for the selected date period. This level will show each GuestTag transaction sorted by Delivery Zone or Table.
- Logs: Logs allows users to see raw, detailed information on the system logic. This includes each of the "Trips" or transactions registered in the system; as well as, detail on the tag and gateway activity. Each of the Log tabs are searchable by tag ID or name.

COMPLIANCE

Radio Frequency Compliance Statement

The user(s) of this product is cautioned to only use accessories and peripherals approved, in advance, by HME Wireless, Inc. The use of accessories and peripherals, other than those approved by HME Wireless, Inc., or unauthorized changes to approved products, may void the compliance of these products and may result in the loss of the user(s) authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The antenna(s) used for the Gateway transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device has been designed to operate with the antennas or antenna included with the product. The use of any other antenna(s) is strictly prohibited.

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Compliance

This ISM device complies with Canadian ICES-001.

Cet appareil ISM est conforme à la norme NMB-001 du Canada.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme la norme d'Industrie Canada exempts de license RSS (s). Son fonctionnement est soumis aux deux conditions suivantes: (1) cet appareil ne peut pas provoquer d'interférences, et (2) cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un mauvais fonctionnement de la appareil.