



KITCHEN MINDER™

Equipment Emphasis Guide

July 2009



A STEP-BY-STEP REFERENCE TO

1) Check, 2) Change & 3) Fix the KITCHEN MINDER™

Place this guide in the Equipment Emphasis section of the Operations Readiness Guide Binder

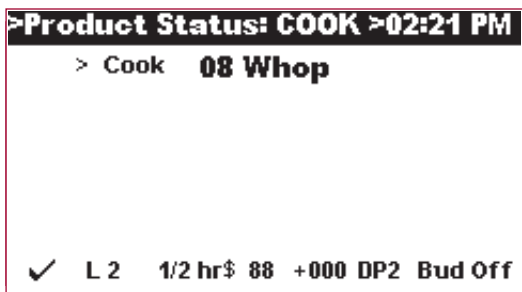
1

CHECK it

KITCHEN MINDER™ "Product Status" Screen/MAKIN' THE GRADE™ Sign

Push the "Product Status" button on the KITCHEN MINDER™ to check the following:

1. Current time
2. Sales forecast accuracy
3. Sales level adjustment accuracy
4. Daypart setting accuracy
5. Current heat chute level reflects the number displayed on the "Product Status" screen



MAKIN' THE GRADE™ Sign is functioning/visible to all Team Members in kitchen

OPTIONAL MANAGER'S ASSISTANT™

1. Verify custom timer functions are set properly. On the MANAGER'S ASSISTANT™, push the "Menu" button. Currently programmed timer events are displayed.



2. Use the "Arrow Up/Down" keys to highlight the desired timer event, then push the "Select" button. Details for the chosen timer event are displayed. Move around the display by using the "Arrow Up/Down", and use the "Select" button to enter edit mode for the selected item. For more information on the optional MANAGER'S ASSISTANT™, refer to the user's guide provided with the component, or Contact ICC or your International ICC Representative.



Manager's Schedule tab:

1. Date and day are accurate
2. Hours of operations for today are accurate
3. Manager names and assigned shifts for today are accurate

Product Mix tab:

There is no missing or incorrect information in the "PLS Product Name", "Minder Name", and "Product Mix" columns

Half Hour Sales tab:

Confirm the total sales for today's forecast ("Total Day Part Sales" column) is accurate

Product Settings tab:

1. Maximum per pan setting ("MAX/PAN" column) is accurate and does not exceed BKC OPS standards
2. Minimum per pan ("MIN/PAN" column) is in use for ONLY products sold by the piece (ie, CHICKEN TENDERS®) and is set for the smallest order size. Products not sold by the piece are set at 0
3. Product holding time ("HOLD TIME" column) is accurate and does not exceed BKC OPS standards
4. Product cook time ("COOK TIME" column) is accurate for all and does not exceed BKC OPS standards
5. Use "Day Part" button to toggle between breakfast/regular menu items
6. Ensure appropriate number of PHU pans are programmed for each product by comparing the actual number of pans programmed ("PANS PGMED" column) versus the number of pans needed during peak times ("PEAK PANS" column)

Program PHU tab:

1. A minimum of two pans are assigned for every product
2. Products are assigned to PHUs in all three dayparts
3. Products in Day Part 3 are programmed in the same location as Day Part 2, if possible

QUALITY EVALUATION SYSTEM™ (QES™)

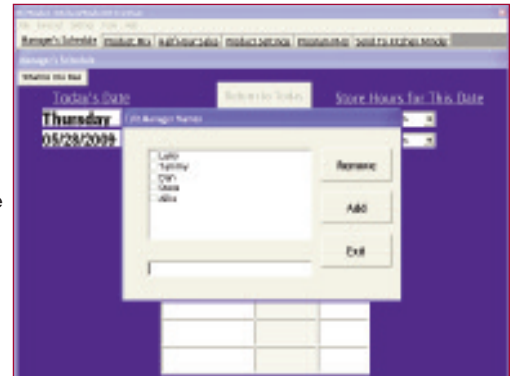
1. Grades for the current day displayed when software is opened
2. Select "View" from the menu, then select "Charts". Charts are available for a minimum of 45 days

2

CHANGE it PC MINDER™

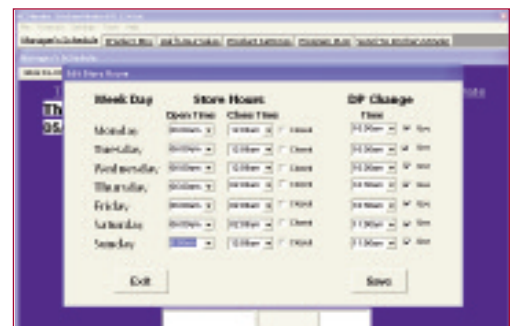
A. Changing Managers assigned to a restaurant:

1. Click Manager's Schedule tab
2. Select "Tools" from the top menu
3. Select "Edit Manager's Names"
4. To remove a Manager, check the box next to his/her name and select "Remove"
5. To add a Manager, type the Manager's name in the white box at the bottom of the window, then select "Add"
6. Select "Exit" when all changes are complete



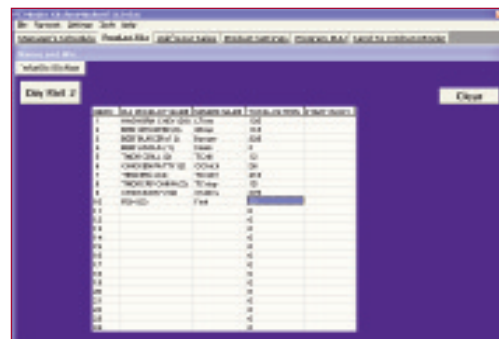
B. Adjusting restaurant hours of operation:

1. Click Manager's Schedule tab
2. Select "Tools" from the top menu
3. Select "Edit Store Hours"
4. Edit "Open Time", "Close Time" or "DP (daypart) Change Time" (breakfast changeover) by clicking on the box you wish to edit. Choose the new time from the drop down list.
5. Check the "Closed" box next to the day of the week ONLY if the restaurant is regularly not open for business on this day
6. Check ALL "Use" boxes
7. When finished, select "Save." Then, "Exit."



C. Changing the product name that is displayed on the KITCHEN MINDER™:

1. Click Product Mix tab
2. Use the "Daypart" button to view all products
3. In the "Minder Name" column, select the name of the product you wish to change
4. Type the new name for the product (up to 6 letters), then press the "Enter" key on your keyboard
5. Send the changes to the KITCHEN MINDER™, then save changes when closing the program



D. Adjusting individual product mix numbers:

1. Click Product Mix tab
2. Use the "Day Part" button to view all products
3. In the "Total Patties" column, select the number you wish to adjust
4. Type the new number, then press the "Enter" key on your keyboard
5. Send the changes to the KITCHEN MINDER™, then save changes when closing the program

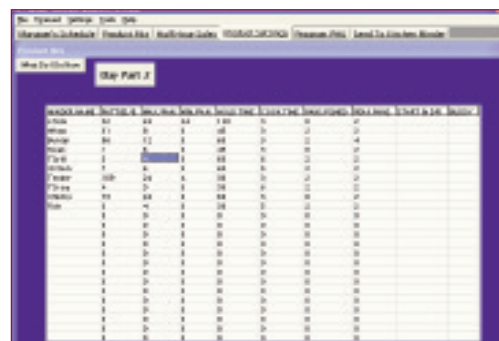
E. Adjusting sales for the day or for an individual half hour period:

1. Click Half Hour Sales tab
2. In the "Sales" column, select the number for the half hour period you wish to edit
3. Type the new sales amount, then press the "Enter" key on your keyboard
4. "Day Part 1 Sales", "Day Part 2/3 Sales" and "Total Day Part Sales" numbers can not be edited, but will automatically be adjusted when half hour sales amounts are adjusted
5. Send the changes to the KITCHEN MINDER™, then save changes when closing the program



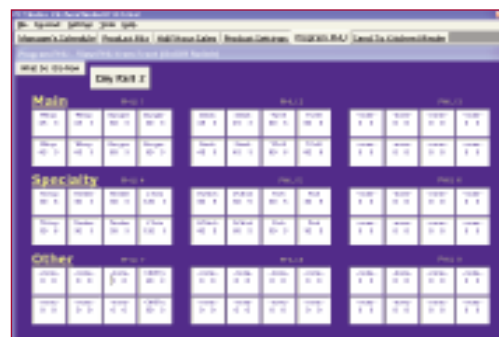
F. Changing product maximum per pan, minimum per pan, hold time or cook time numbers

1. Click Product Settings tab
2. Use the "Day Part" button to view all products
3. Select the number in the column you wish to edit
4. Type the new number, then press the "Enter" key on your keyboard
5. Send the changes to the KITCHEN MINDER™, then save changes when closing the program



G. Modifying the location of products in the PHUs:

1. Click Program PHU tab
2. Use the "Day Part" button to view all dayparts
3. Select the pan location you wish to change
4. Select the product in the drop down box that you wish to assign to the selected pan location
5. Send the changes to the KITCHEN MINDER™, then save changes when closing the program
6. To quickly copy the Day Part 2 configuration to Day Part 3, click the "Day Part" button to view Day Part 2. Select "Tools" from the top menu, then select "Copy DP2 configuration to DP3."

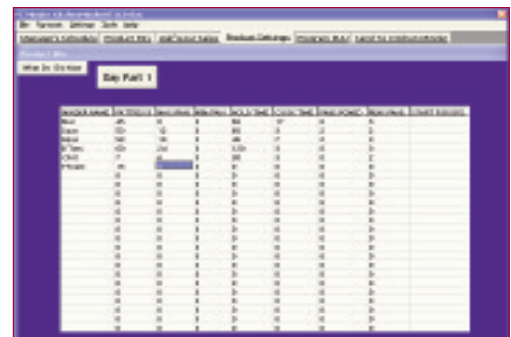
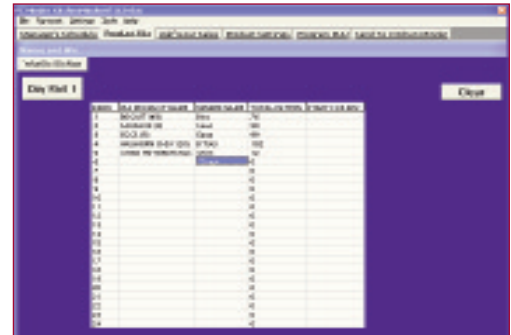


H. Adding new products to the KITCHEN MINDER™ SYSTEM:

*Note - Global PLS users: Refer to instructions on bottom of page FIRST!

Day 1 – Adding the product to PC MINDER™ manually

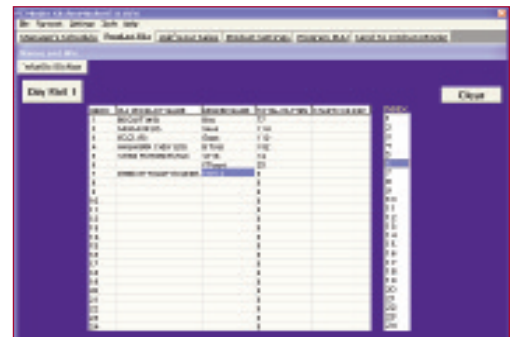
1. Click Product Mix tab, select the "Day Part" button to select the daypart on which the new product will be sold
2. On the first available line, type a 6 character name for the new product in the "MINDER NAME" column
3. Press the "Right Arrow" key on your keyboard
4. Enter the projected sales number for the first day in the "TOTAL PATTIES" column, then press the "Enter" button on your keyboard
5. Click Product Settings tab, select the "Day Part" button to select the daypart on which the new product will be sold
6. Enter the maximum per pan, minimum per pan (if applicable), hold time and cook time for the new product. This information can be found during the product introduction in the Daily Planner mailing in North America.
7. Click the Program PHU tab, and assign the new product to the appropriate PHU slots. Use the "Day Part" button to display the daypart on which the new product will be sold
8. Send the information to the KITCHEN MINDER™, save the changes in PC MINDER™ and close the program on the computer



IMPORTANT! Manually entered products WILL NOT be updated when loading sales forecasts each morning! In order to ensure accurate product usage numbers for the new product, YOU MUST complete section below on the second day of the new product!

Day 2 – Finalizing the new product in PC MINDER™

1. Prior to opening on the SECOND DAY of selling the new product, load the sales/product mix forecast from YESTERDAY ONLY (the first day that the new product was sold)
2. When the new product is displayed in red, select the "Add" button. The new product will be displayed with a PLS Product Name, a Minder Name and the number sold yesterday.
3. Select "Clear" button, then choose the index number in the drop down box that reflects the index number of the product created manually on the first day. Select "Clear" button again, and select "Yes" when asked if you want to continue
4. Rename the new product in the "MINDER NAME" column if necessary.
5. Repeat steps 5-8 from Day 1 for the new product.



IMPORTANT – PLEASE NOTE!

You should only choose the previous day's forecast each morning for the first week of the new product, as older sales/mix forecast files will not contain any information for the product. After the first 7 days have passed, you may resume loading the same day from the previous week each morning.

INSTRUCTIONS FOR GLOBAL PLS USERS:

1. Download the latest version of Global PLS from the BK® Gateway and enter your sales and product mix information, including the projection for the new product. Select "KITCHEN MINDER™ Output File" from the main PLS menu.
2. Open PC MINDER™, and load the forecast that you just created with PLS. When the new product is displayed in red, select the "Add" button. The new product will be displayed with a "PLS PRODUCT NAME", a "MINDER NAME" and the number of units projected to be sold for the first day.
3. Complete steps 5-8 as outlined for Day 1 above.

HARDWARE TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
KITCHEN MINDER™ unit will not turn on	Unit not receiving power	Verify power supply firmly connected to KITCHEN MINDER™ and power outlet is turned on
	KITCHEN MINDER™ or power supply damaged	Contact ICC or your International ICC Representative
Timer bars do not light up or communicate with the KITCHEN MINDER™ unit	KITCHEN MINDER™ turned off	Turn on KITCHEN MINDER™
	KITCHEN MINDER™ time of day incorrect, or on the wrong day part	Adjust to correct time of day and daypart settings on the KITCHEN MINDER™ "Product Status" screen
	Sales Level has been adjusted to -100% on the KITCHEN MINDER™ unit	Adjust to correct Sales Level setting on the KITCHEN MINDER™ "Product Status" screen
	Loose/damaged PHU cable (flat, gray, 6-conductor flat RJ-12 cables)	Gently remove, inspect and replace cable connections from PHUs and/or external black boxes one at a time to ensure cables are tightly connected to plastic connector and verify connector clip not broken. Replace damaged cables as needed using PHU cables from ICC ONLY
	Loose/damaged Cat5 cables (may be gray or multiple color RJ45 round cables)	Gently remove, inspect and replace Cat5 cable connections from KITCHEN MINDER™ and PHU's or external black boxes one at a time to ensure cables are tightly connected to plastic connector and verify connector clip not broken. Replace damaged cables as needed.
	Dirty/damaged PHU cable ports	Gently remove PHU cable. Ensure connector & port is free of grease or foreign objects. Use can of compressed air and/or alcohol swabs to clean out port if needed (available at office supply retailer).
	Improper PHU cables used	Use only approved PHU (6-conductor RJ-12) cables available from ICC (telephone cords purchased locally will NOT work)
	Cables disconnected or improperly routed	Following installation guide, be sure all cables are routed properly and are solidly connected at each end
	Timer bar or PHU damaged	Contact ICC or local PHU service company for assistance
	ICC TIMER BARS ONLY: Computer chip in ICC black box (internal or external) outdated or inserted improperly PRINCE CASTLE TIMER BARS ONLY: Prince Castle PHU turned off/unplugged Timer bars programmed with wrong version number, bin number or timer bar address	Following the installation guide, inspect the label on the computer chip inside the ICC black box and verify it is marked V 3.02 (or higher number). Inspect chip to ensure it is seated fully with no bent prongs – remove and replace if necessary. Contact ICC or your International ICC Representative to order additional chip(s) if needed. Verify PHU is plugged in and turned on See instruction on page 13 to verify and set bin number and timer bar addresses for Prince Castle timer bars

HARDWARE TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
ICC timer bars display all amber lights	Power supply to ICC black box (internal or external) not disconnected when KITCHEN MINDER™ was installed or reconnected	Inspect internal/external ICC black box to ensure rounded end of power supply cord has been disconnected from the ICC black box as outlined in the installation guide. The round silver power port on the ICC black box is located just left of the cat5 port (labeled KITCHEN MINDER™ or Scoreboard), and should have no cords connected to it
	The timer bar, front/back connector, PHU cable or black box has an electrical short	Replace timer bar, front/back connector, PHU cable and/or black box. Contact ICC or your International ICC Representative for further assistance
ICC timer bar lights appear to be functioning as if installed upside down	Timer bars improperly connected to Front/Back connector	Verify wire from timer bar mounted to front of the PHU (where PHU on/off switch is located) is plugged into the F port of the Front/Back connector. Then, verify wire from timer bar mounted to back of PHU is plugged into the B port of the Front/Back connector
	Damaged Front/Back connector inside PHU	Replace Front/Back connector (available from ICC ONLY, do not attempt to purchase locally)
KITCHEN MINDER™ /MANAGER'S ASSISTANT™/ MINDER BUDDY™ screen is too dark/too light	Contrast setting on KITCHEN MINDER™, MANAGER'S ASSISTANT™, or MINDER BUDDY™ not properly adjusted	Use small flat screwdriver to adjust contrast setting on back of unit
MAKIN' THE GRADE™ sign not working	Cat5 cable loose or damaged	Gently remove, inspect and replace cat5 cable connectors from KITCHEN MINDER™ and sign. Ensure cable connectors are clean, tightly connected and verify connector clip not broken. Replace damaged cable or clean as needed
	Cat5 cable improperly connected	Verify cat5 cable connected to com 4 port on KITCHEN MINDER™ and to the Minder port on sign. (Restaurants with MANAGER'S ASSISTANT™ and/or MINDER BUDDY™ – verify sign cable connected to com 4 port on the MANAGER'S ASSISTANT™ or MINDER BUDDY™)
	Cables loose, damaged or not connected properly	Review all preceding troubleshooting steps to verify condition and connections of all cables and ports
MANAGER'S ASSISTANT™ or MINDER BUDDY™ not working properly	Screen contrast setting too low	Use small flat screwdriver to adjust contrast setting on back of unit
	Unit or power supply damaged	Contact ICC or your International ICC Representative
	Unit turned off	Turn unit on
	Unit unplugged or power outlet not working	Verify unit is plugged in and power outlet is functioning properly
	Cables installed incorrectly	Refer to installation guide for proper cable routing

HARDWARE TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
KITCHEN MINDER™ asking for no product or not enough/too much product	Sales level increase/decrease amount inaccurate	Review current sales increase/decrease setting and adjust as needed ("Product Status" screen, "Sales Level" button)
	KITCHEN MINDER™ currently on Day Part 3, PHUs not programmed for this daypart	Move KITCHEN MINDER™ to proper daypart ("Day Part" button). To prevent this from reoccurring, in PC MINDER™, program PHUs with products for Day Part 3 and send changes to KITCHEN MINDER™
	PHUs programmed improperly	Review PHU programming in PC MINDER™ for all dayparts. Ensure proper PHU numbers are used when programming in PC MINDER™ by conducting a Product Location Test (see page 12)
	PHUs programmed improperly	Verify PHU pan assignments programmed properly for all non-standard PHUs (see page 14)
	Time of day incorrect on KITCHEN MINDER™	View current time setting on "Product Status" screen. Adjust time if needed from main menu, ensure time of day is accurate on BOH computer
	Product settings inaccurate	Verify maximum and minimum per pan, hold time and cook time settings are accurate (Product Settings tab, "MAX/PAN", "MIN/PAN", "HOLD TIME", "COOK TIME" columns). Change as needed, send changes to KITCHEN MINDER™ and save changes when exiting PC MINDER™
	Forecast file sent to KITCHEN MINDER™ inaccurate, or no forecast sent today	Choose a new forecast in PC MINDER™, review 1/2 hourly sales for accuracy, then send to KITCHEN MINDER™

PC MINDER™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Unable to send data from PC MINDER™ to the KITCHEN MINDER™	KITCHEN MINDER™ turned off	Turn on KITCHEN MINDER™
	Back of House computer to KITCHEN MINDER™ cable loose, disconnected or damaged	Gently remove data cable (flat gray) that runs from KITCHEN MINDER™ to BOH computer and inspect condition of cable and cable ports. Reconnect cable and ensure solid connection is made. Ensure BOH computer connector is tightly connected to computer serial port or to USB-to-Serial adaptor.
	Damaged serial adaptor on BOH computer	Replace
	Com port setting incorrect in PC MINDER™ software	Verify or reset com port settings for software. Open PC MINDER™, select "Tools" from the "Menu" bar. Enter password of admin if prompted. Select "Find Serial Communications Port" box from the dialog box. Click "Done" if port is successfully found. If error message is received, ensure KITCHEN MINDER™ is turned on and is not busy, and try again. If error message is received again, Contact ICC or your International ICC Representative
	Damaged or improperly configured USB to Serial adaptor	Contact ICC or your International ICC Representative if purchased from ICC. Contact product vendor if purchased locally

PC MINDER™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Store hours not correctly displayed on Manager's Schedule tab	Default settings for store hours incorrect	Review store hour settings for accuracy, send changes to KITCHEN MINDER™ (Manager's Schedule tab, "Tools" / "Edit Store Hours")
Incorrect language displayed when using PC MINDER™	Language settings incorrect	Choose proper language setting (Manager's Schedule tab, "Settings" / "Language")
Format of the date incorrect (DD/MM/YY)	Date format setting incorrect	Choose proper Date format setting (Manager's Schedule tab, "Settings" / "Date Format")
Format of time incorrect (12 hour vs. 24 hour)	Time format setting incorrect	Choose proper Time format setting (Manager's Schedule tab, "Settings" / "Time Format")
Proper currency not displayed in Half Hour Sales tab	Currency settings incorrect	Choose proper Currency setting (Manager's Schedule tab, "Settings" / "Currency")
Unable to edit "TOTAL PATTIES", "MINDER NAME", "MAX/PAN", "MIN/PAN" "HOLD TIME" or "COOK TIME"	Products can not be edited while viewing them in Day Part 3	To edit breakfast menu items, verify Day Part 1 displayed on "Day Part" button in Product Mix tab or Product Settings tab. To edit regular menu items, verify Day Part 2 is displayed on "Day Part" button.
New product can not be found, and does not show up in red when loading forecasts	Product has been ignored	Remove product from "Ignore File", reload forecast and Add new product to PC MINDER™. See Intermediate Training Leader's Guide on the BK® Gateway
	Product has not been sold on the date that the forecast loaded	New products do not appear in the forecast files until the first day of sales for the product
	Product created manually/not linked to POS/PLS file information	Manually added product must be replaced with POS/PLS driven product (see page 5)
Product name(s) missing or incorrect when displayed on KITCHEN MINDER™	Minder name not entered properly	Change product name in PC MINDER™ (Product Mix tab, "MINDER NAME" column). Send change to KITCHEN MINDER™ and save changes when closing program
	Incorrect tab chosen in PC MINDER™ to complete this task	Choose Product Mix tab when loading forecasts
Software will not allow me to "Erase ignore file" or "Edit ignore file"	Incorrect tab chosen in PC MINDER™ to complete this task	Choose Product Mix tab when viewing, editing or deleting "Ignore Files"
Software will not allow me to clear or copy PHU data	Incorrect tab chosen in PC MINDER™ to complete this task	Choose Program PHU tab when clearing or copying PHU data
Software will not allow me to edit language, currency, date or time settings	Incorrect tab chosen in PC MINDER™ to complete this task	Choose Manager's Schedule tab when adjusting "Language", "Currency", "Date" or "Time" settings
Software will not allow me to edit Store Hours or "Manager's Names"	Incorrect tab chosen in PC MINDER™ to complete this task	Choose Manager's Schedule tab when editing or viewing manager's names or store hours settings

PC MINDER™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Error messages displayed when using PC MINDER™ software	Software or Back of House computer settings need to be reviewed/adjusted	Contact ICC or your International ICC Representative
No forecast files available when viewing "Forecast/Recall"	POS file directory not pointing to C:\out	In PC MINDER™, choose "Settings"/"POS file directory location"/"Show POS file directory path". Verify path shown is C:\out. If not, choose "Settings"/"POS file directory location"/"Change POS file directory location". Locate the C:\out directory (displayed in bottom window) and click "Save".
	Files not being created by BKC Approved POS System as needed	On Back of House computer, verify the folder C:\POSDataForBKC is present and named properly. Verify folder contains AT LEAST one Raw Usage and one Period Sales file for each day. If files are missing or folder is not present, contact Approved POS Vendor to request the patch to create BK Export Files.

QES™ TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
No Charts in QES™, or no data for restaurant on QES™ Online	KITCHEN MINDER™ turned off at night	Ensure KITCHEN MINDER™ is not turned off at night. Check power supply to verify it is not interrupted at close
	Back of House computer turned off at night	Leave Back of House computer on overnight
	Communication setting in QES™ software incorrect	Open QES™ software, select "Edit" / "End-of -Day Task". Select "Broadband" or "Dial Up" button depending upon restaurant configuration. If Dial Up number is needed for non-broadband restaurants, Contact ICC or your International ICC Representative
QES™ software not displaying the correct language	Language setting in QES™ is incorrect	Choose "Tools"/"Language" to select proper language setting
QES™ Online user unable to access QES™ website	User name and password not assigned or forgotten	Contact ICC or your International ICC Representative
Error messages displayed when using QES™ software	Software or BOH computer settings need to be reviewed/adjusted	Contact ICC or your International ICC Representative
When opening QES™ software, question marks are displayed in grade boxes/no grades are displayed for today	Com port setting incorrect in QES™ software	Verify or reset com port settings for software. Open PC MINDER™, select "Tools" from menu bar. Enter password of admin if prompted. Select "Find Serial Communications Port" box from dialog box. Click "Done" if port is successfully found. If error message is received, ensure KITCHEN MINDER™ is turned on and is not busy, and try again. If error message is received again, Contact ICC or your International ICC Representative
No data available for restaurant on QES™ Online	BK number is not set properly in QES™ software	Verify/set BK number in QES™ software. Select "Edit"/"BK Number" and enter the correct number as assigned by BKC (not the number assigned by your franchise group). Select "OK" when finished. Check for restaurant data on the following day

CONTACTS

Customer Support:

Integrated Control Corporation:
TECHNICAL SUPPORT
Sales – John Patti

877-ICC-8788
631-673-5100 ext 325 jpatti@goicc.com

Duke

800-735-3853

Prince Castle

630-462-9056

Burger King Corporation Contacts:

Lisa Church, *Hot & Fresh* Platform Leader

305-378-7347 lchurch@whopper.com

BKC Project Deployment Team

800-669-1800

M. J. Lee, Senior Director Operations Services

VM 2559 mjlee@whopper.com

Paul Ehlinger, Senior Manager, Project Deployment

NE & Canada Divisions
516-697-3713 pehlinger@whopper.com

Robert Garrison, Senior Manager, Project Deployment

305-378-3263 rgarrison@whopper.com

Vicki Lloyd, Senior Manager, Project Deployment

SCD & WC Divisions
816-835-3351 vlloyd@whopper.com

Jerry Luther, Senior Manager, Project Deployment

MW and MTN Divisions
317-590-2179 jluther@whopper.com

Larry Salyers, Senior Manager, Project Deployment

SE & Mid-Atlantic Divisions
513-289-6329 lsalyers@whopper.com

Jeff Wampler, Senior Manager, Project Deployment

Institutional & International Support
517-672-1212 jwampler@whopper.com

KITCHEN MINDER™ Product Location Test

The Product Location Test is performed on KITCHEN MINDER™ to determine the PHU number for each PHU in the kitchen. PHU numbers are used in the PC MINDER™ Software to assign products to specific PHU pans. The Product Location Test is also frequently used to troubleshoot the KITCHEN MINDER™ System since it will identify any communication issues between the KITCHEN MINDER™ and each PHU. To conduct the Product Location Test, follow the steps outlined below:

1. Press the "Menu" key on the KITCHEN MINDER™
2. Use the "Arrow Down" key to highlight "Product Location"
3. Press the "Select" key on the KITCHEN MINDER™



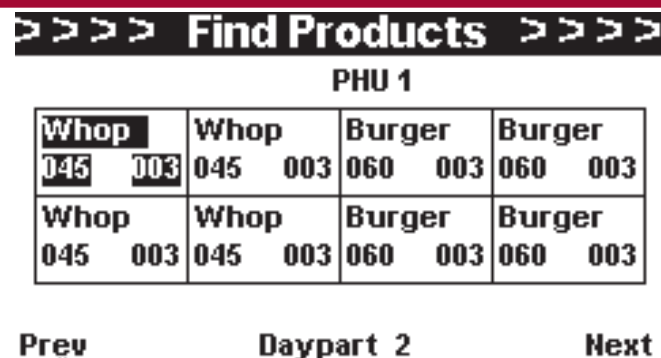
4. Screen will display the "Warning" message. This message refers to the current holding times for products now being held ONLY. No other programming in the KITCHEN MINDER™ or PC MINDER™ will be lost.
5. Select the left "Function" key to continue



Continue

Cancel

6. PHU #1 is displayed. Timer bar on the PHU designated as PHU #1 will display one red light. Make a note of which PHU is #1 (or if there is no PHU #1), then continue
7. Select the right "Function" key to move to the next PHU #
8. Continue until all PHU numbers have been identified



Additional Tips

- A. For vertical or other non-traditional PHUs, you may use the "Select" key while reviewing a PHU to move from one pan to another. This can be helpful in identifying how the non-traditional PHU is displayed in PC MINDER™, which will make assigning products easier!
- B. It is important to remember to view the PHU from the FRONT (where the on/off switch is located) when performing this test and assigning products in PC MINDER™. If the red light illuminates on the RIGHT side of the timer bar during the Product Location Test, the PHU is being viewed from the back.

Programming the PRINCE CASTLE Timer Bars for use with the KITCHEN MINDER™ system

To use a Prince Castle PHU/Timer Bar with KITCHEN MINDER™, you must ensure the bin address and timer bar address are set properly. Note: If your new PHU has timer bars on the front and back, you will only set the bar address on the FRONT side of the PHU.

IMPORTANT! Prince Castle VERTICAL PHUs act as TWO, four-pan PHUs when functioning with the KITCHEN MINDER™ system. Therefore, you will need to program the TOP 4 PANS of the unit as one PHU in PC MINDER™, and the BOTTOM 4 PANS of the unit as a separate PHU in PC MINDER™. Use the Product Location Test on KITCHEN MINDER™ to determine which PHU numbers to use.

Setting the BIN Address

1

A. Turn the power switch off, wait 15 seconds. Turn the switch to ON while pressing and holding the ACTUAL and SET-POINT buttons. The display will show the current bin address.

B. Continue to hold the buttons until PROG LED turns on.

2

Use the UP or DOWN Arrow buttons to scroll to the desired address. Press the PRINCE CASTLE LOGO Button to store the new address.

IMPORTANT! The Bin address must be set to 2 on ALL PHUs to function properly!

Continue to the next section to set the timer bar address.

Setting the TIMER BAR Address

1

To check the timer address, press and hold the PRINCE CASTLE LOGO button and the DOWN Arrow button. The current timer address will be displayed in the far right timer display.

To change the timer address, proceed to step 2

2

To change the timer address, turn the unit power switch off and wait 15 seconds. Turn the power switch back on and immediately press and hold the PRINCE CASTLE LOGO button and the DOWN Arrow button for approximately 8 seconds or until the display shows SET REGR T 4 BPP2.

The address number will blink on/off.

3

Use the UP or DOWN Arrow button to scroll to the desired address. Press the MENU/ENTER button to store the new address and return to normal operating mode.

IMPORTANT! A maximum of three PHUs (4 wide by 2 high) may be linked together for each Translator box and switch (provided by ICC). The first PHU in the series must be programmed as BAR 2. The second in the series must be BAR 3, and the third BAR 4. Contact ICC or your International ICC Representative

!!

NOTE – Your Prince Castle timer bars MUST contain the proper software in order to function properly with the KITCHEN MINDER™ System. If you are unsure of your timer bars' status, Contact ICC or your International ICC Representative

Programming PHUs in PC MINDER™

DETERMINING WHICH PHU ON THE SCREEN TO PROGRAM

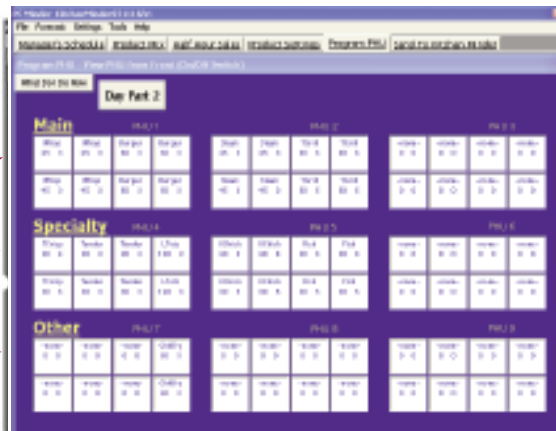
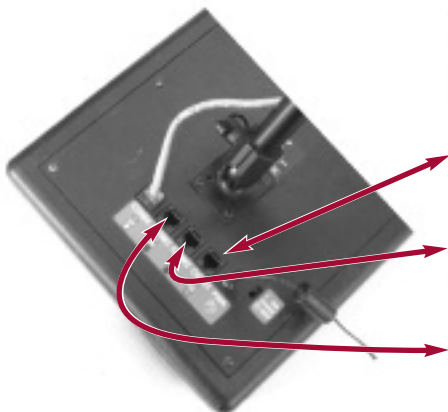
The KITCHEN MINDER™ can support up to 9 Product Holding Units (PHUs). A FLEXI-8™ timer acts as one PHU, and a FLEXI-16™ acts as two PHUs.

To program the PHUs properly in PC MINDER™, you must know the PHU number assigned to each.

KM Com 1 = PC MINDER™
PHU 1-3

KM Com 2 = PC MINDER™
PHU 4-6

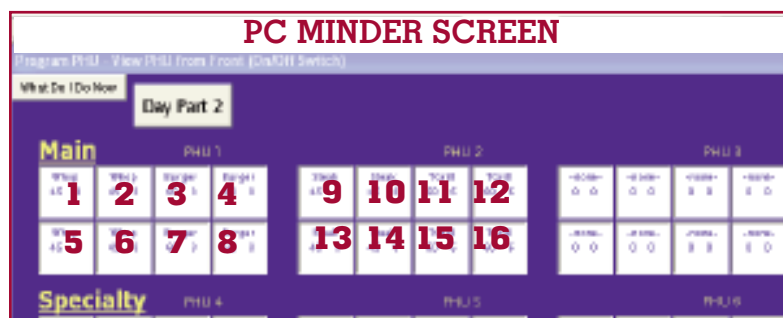
KM Com 3 = PC MINDER™
PHU 7-9



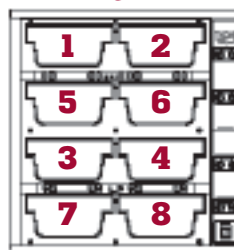
If you do not know the configuration of your system, perform the Product Location Test on the KITCHEN MINDER™ unit to determine the PHU numbers. Instructions are on page 12. Once you have determined the PHU numbers, you should label each PHU for future reference.

PROGRAMMING PROPERLY FOR ALL PHU TYPES

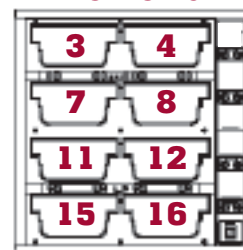
Find your PHU type below and note the numbers shown for each pan location. The location of the numbers in the PC MINDER™ box that match your particular PHU should be followed to program the PHU properly. If your PHU does not have 8 pans as displayed on the PC MINDER™ screen, program the pan locations that are not used with "none." When viewing the PHUs in PC MINDER™, you are looking at the PHU from the FRONT of the unit (where the on/off switch is located).



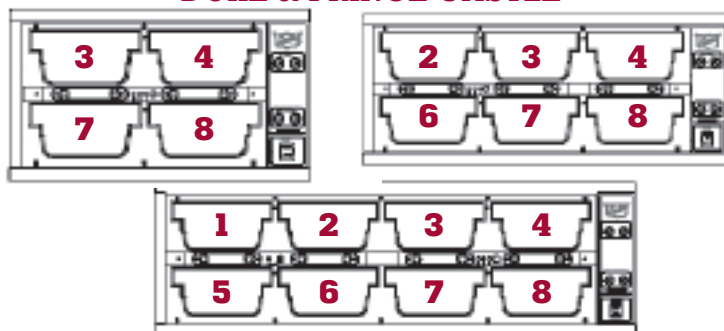
DUKE



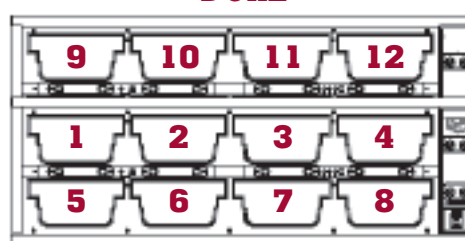
PRINCE CASTLE



DUKE & PRINCE CASTLE







DUKE



Optional Broiler Saver Feature

For Use With The Nieco MPB 94 Energy Management Feature



To Activate This Optional Feature, Follow These Steps:

1. Select the "Menu" button on the KITCHEN MINDER™		<pre> >>>>> Menu >>>>> Forecast Select Adjust Sales Level Program Product Mix Program PHU Product Location Set Time </pre>
2. Select the "Sales Level" and "Day Part" keys <i>at the same time</i> . The "Menu" screen should now display the "Broiler Saver" option. Use the "Down Arrow" key to scroll to and highlight the "Broiler Saver" feature. Press the "Select" key on the KITCHEN MINDER™		<pre> >>>>> Menu >>>>> Forecast Select Adjust Sales Level Program Product Mix Program PHU Product Location Set Time <u>Broiler Saver</u> </pre>
3. The KITCHEN MINDER™ displays the "Threshold" screen		<pre> >>>>> Broiler Saver >>>>> Threshold 00000 Save Cancel </pre>
4. Use the "Up/Down Arrow" keys to increase the 1/2 hourly sales level to the desired amount. Select the left "Function" key to save your change		<pre> >>>>> Broiler Saver >>>>> Threshold 00125 <u>Save</u> Cancel </pre>

Optional Broiler Saver Feature

For Use With The Nieco MPB 94 Energy Management Feature

Using the Optional Broiler Saver Feature:

<p>1. When 1/2 hourly sales for any half hour period rise above the pre-selected threshold, the KITCHEN MINDER™ Screen will display a reminder message to set the EMS on the Nieco MPB 94 to Position 2 - "Full Operation" mode. The "Product Status" screen on the KITCHEN MINDER™ will also now display B2 continuously throughout the day.</p>		<p>>Product Status: FULL >04:53 PM</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> Set Broiler To 2 Press Any Key </div> <p>B2 L 3 1/2 hr \$ 145 +000 DP2 Bud Off</p>
<p>2. When 1/2 hourly sales for any half hour period rise below the pre-selected threshold, the KITCHEN MINDER™ Screen will display a reminder message to set the EMS on the Nieco MPB 94 to Position 2 - "Normal Operation" mode. The "Product Status" screen on the KITCHEN MINDER™ will also now display B1 continuously throughout the day.</p>		<p>>Product Status: FULL >04:13 PM</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> Set Broiler To 1 Press Any Key </div> <p>B1 L 2 1/2 hr \$ 110 +000 DP2 Bud Off</p>

NOTE – To hide the "Broiler Saver" setting on the "Menu" screen after setting the threshold, you may do so by selecting the "Sales Level" and "Day Part" keys at the same time while on the "Menu" screen. The "B1" and B2" displays, as well as the reminder messages will continue to function.

Should you wish to stop using the "Broiler Saver" feature, you must first change the sales threshold to 0 and select "Save". The "B1" and "B2" displays, as well as the reminder messages, will no longer be displayed.

WHOPPER BAR™

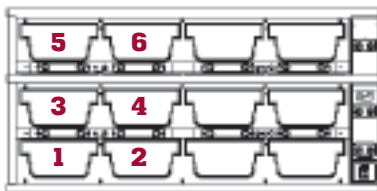
Note - The information provided in this section applies ONLY to a version of software that is designated for use exclusively in the **WHOPPER BAR™** Restaurant. All other locations may disregard this section of the Guide.

A. Change in Day Part Functionality – The WHOPPER BAR™ provides a slight modification in the order PHU lights will be displayed. The PHU lights function normally while the KITCHEN MINDER™ is set for Day Part 1 (breakfast) or Day Part 2 (regular menu). *Day Part 3 should be selected when both the primary sandwich board and the secondary sandwich boards are in use, and a Team Member is assigned to each.* See the illustrations below to understand how to effectively use the “Day Part” settings.

Day Part 1 (Breakfast) or Day Part 2 (Regular Menu) – PHU Red Light Display Order

PRIMARY BOARD

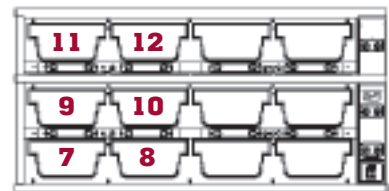
(COM 1 on KITCHEN MINDER™)



1. Both Units programmed identically in PC MINDER™
2. Red PHU Lights are displayed in all open slots on the Primary Board FIRST

SECONDARY BOARD

(COM 2 on KITCHEN MINDER™)

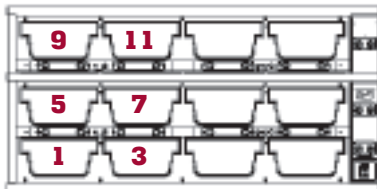


* Above example assumes 12 slots are available and assigned for WHOPPER® patties. Red PHU lights are displayed as product is needed in the order shown above. No error is recorded for placing product in ANY available slot that is assigned for that product, regardless of where the red PHU light displayed.

Day Part 3 (Regular Menu) – PHU Red Light Display Order

PRIMARY BOARD

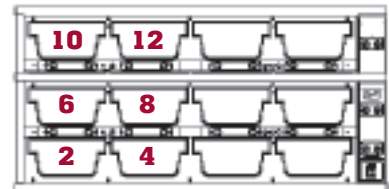
(COM 1 on KITCHEN MINDER™)



1. Both Units programmed identically in PC MINDER™
2. Red PHU Lights are displayed in all open slots, **ALTERNATING** between each PHU

SECONDARY BOARD

(COM 2 on KITCHEN MINDER™)



* Above example assumes 12 slots are available and assigned for WHOPPER® patties. Red PHU lights are displayed as product is needed in the order shown above. No error is recorded for placing product in ANY available slot that is assigned for that product, regardless of where the red PHU light displayed.

B. Setting up the PHUs in PC MINDER™ - To ensure the PHU lights function properly, remember the following when programming the PHU product locations in PC MINDER™:

1. PHUs for each sandwich board (Primary/Com 1, Secondary/Com 2) should be programmed identically if the same product is to be held in both PHUs.
2. Day Parts 2 and 3 should be programmed identically. Day Part 1 should not be programmed if no breakfast products are sold.

C. Proper Usage Tips:

1. The KITCHEN MINDER™ should be on Day Part 2 when there is only one sandwich board in use. If all pans are full on the Primary Board PHU, and red lights begin to display on the Secondary Board PHU, usage of both sandwich boards is most likely needed.
2. The KITCHEN MINDER™ should be on Day Part 3 when both sandwich boards are in use. The system will now prompt the Team Member to place product evenly between each sandwich board.
3. Deplete product held on Secondary Board PHU prior to moving the KITCHEN MINDER™ PHU back to Day Part 2.

NOTES

[illegible]

NOTES

[illegible]



TM & © 2009 Burger King Corporation. All rights reserved.