



2024 Solutions Guide for McDonald's



All the Technology, Services & Support
You Need to Thrive

Proudly Serving McDonald's for Over 40 Years



EVER SERVING YOUR EVER CHANGING MCDONALD'S

PAR's EverServ®650 withstands the busiest drive-thrus, the most hectic lunch rushes, and the messiest spilled shakes.

Expandable memory and ample storage allow it to work in the most demanding locations, all while looking good thanks to its modern, sleek design. Backed by PAR's 40-plus years of experience and expertise as a McDonald's supplier, McDonald's owners and operators know they can trust the robust durability of the EverServ®650 POS hardware because it just works – every day, every time.



Versatile Design

Clutter-free, minimalistic aesthetic
Hidden, easily accessible
cords and ports



Adaptable to Any Environment

Pedestal available for use
on any surface
VESA wall mount available



Can Take the Heat

Operating temperatures: 41°F-104°F
(5°C-40°C) at 10%-90% humidity
Storage temperatures: 0°F-140°F
(-18°C-60°C) at 5%-90% humidity



FAST. RELIABLE. APPROVED NATIONWIDE.

EverServ®650 Widescreen

15.6" TFT Capacitive Touch Screen with Intel® Kaby Lake processor. 64GB SSD, 4GB Memory, optional 2x20 display. Win 10 license (dual license LTCB and LTSC). 3-year warranty.

Dimensions

15.6" W x 12.9" H x 8.3" D
(standard config)

Weight

Terminal Only: 11.72 lbs
w/customer display and
power brick: 13.66 lbs



15.6" TFT DISPLAY

16:9 Ratio
Projective Capacitive
Touch



2X20 CUSTOMER DISPLAY

Easy to read display



FUTUREPROOF DESIGN

Pedestal pods provide
more mounting options



FLEXIBILITY

Low profile/
wall mount



EASY ACCESS TO I/O PORTS

And other
serviceable parts



THE BEST CHOICE FOR SOUND DRIVE-THRU RESULTS.

A complete drive-thru headset system designed to give you a competitive edge.

Making sure drive-thru orders are handled quickly and accurately is an excellent way to improve the QSR customer experience and keep guests coming back. Now, PAR is helping you tap into the full potential of your drive-thru with an all-in-one communication system that combines unmatched sound clarity with rock-solid reliability.



Smarter Sound

Advanced Noise Reduction that cuts through the hum of noisy engines
Acoustic echo cancellation for clear communications



Designed for Today's Drive-Thrus

Effortlessly upgrade from single to dual-lane on-site, with color-coded lights for dual lanes
Easy manager supervision to ensure timely lane response time



Extended Maintenance Agreement

Optimized to keep your drive-thru up and running, without missing a beat
Ready for the next repair - before you need it



Built-In Greeter

Up to 16 messages that can be pre-recorded
Use greeter messages to promote key item

EFFICIENCY AT YOUR FINGERTIPS

Drive-Thru Base Station

Keypad operated, LCD 4x40 characters, wall mounted (with screws), External Range Extender, Various Language Support, Standard Ethernet (Remote adjustments and diagnostics) HTTP RX, Built-in Greeter Modules (Pull forward, Closed, Opened)

Drive-Thru Headset

Electrical type, Directional/Noise Canceling Headset, Dynamic, Replaceable Earpad, 2.4 ghz Operating Frequency, Rechargeable Lithium-Ion Battery (with short circuit protection), LED RGB Indicator, 50 m (164 ft) Operating Range



Dimensions

16.75" L x 11.5" W x 2.25" D (base station)
1.25" L x 5.31" W x 7" D (headset)

Weight

Headset: 3.98 oz (with battery)
Base station: 3.5 lbs



12 SLOT BATTERY CHARGER

Battery life indicator lights and audio messages



CHARGING STATION

Charge and store your headset and batteries in one convenient location



ALL DAY POWER

Our headsets have battery life that can last from breakfast to the midnight snack



SIMPLE SELF-SERVICE

Changing batteries, boom foam, and more in a snap



FLEXIBLE DESIGN

The sturdy design of the headset ensures comfortable fit for all head sizes

PAR offers flexible hardware maintenance (break-fix) service options so McDonald's operators can choose the level of service that is right for their individual operations. We understand that different organizations have differing service level needs which can vary by each location.

Break-Fix Service Packages

OTP1 Package

Available for all restaurants

OTP2 Package

Available for restaurants with an OTP2 or OTP Pro

OTP Pro Package

Available for restaurants with an OTP Pro

Break-Fix Service Options

PRIORITIES

Priority 1:

Defined as one of the following:

- 50% or more of drive-thru registers down
- 50% or more of front counter registers/kiosks down
- Both sides of KVS down
- Unable to open/close manually

Priority 2:

Defined as any other incident that does not prevent the restaurant from processing customer orders.

RESPONSE TIMES

Priority 1:

Onsite within 4 hours, 6am – 11pm, 7 days/week

Priority 2:

Onsite within 8 hours, 6am – 11pm, 7 days/week (excluding holidays)

Prerequisites include ATOS Helpdesk Support Contract. All hardware must be 100% operational prior to start of contract.

Request for service may be placed with ATOS 24/7.

Advance Exchange shipments are made at 3:30pm EST M-F and 1pm EST on Saturdays.

ATOS Support: (800) 515-3636

OTP Pro Membership

By becoming an OTP Pro VIP Member, you will receive all the benefits of being an OTP Pro along with direct access to our PAR senior technical support team. Our support team consists of highly trained and experienced technicians that have been supporting technical resources in the field for McDonald's and understand the obstacles a field technician, such as you, could come up against.

EASY WAYS YOU CAN ACCESS OTP3 SUPPORT

-  Phone
-  Email
-  Web
-  After Hours

BENEFITS TO BEING A VIP MEMBER

Benefits of combining your McDonald's OTP Pro Certification with PAR's OTP Pro VIP membership include:

- Less time working with the help desk
- Increased troubleshooting capabilities
- Access to advanced knowledgeable NewPOS (NP) technicians



[PARTECH.COM](https://partech.com)

To learn more about the benefits of the premium VIP support membership, please contact us at [315-743-8190](tel:315-743-8190) or email john_adams@partech.com.

Break-Fix Service Coverage

All initiative controllers and PEDs are now part of core coverage.

Contract Type	POS Core Coverage	Additional Coverage Available for All Packages	Kiosk Coverage
<p>OTP1 Package</p> <p>Available for all restaurants. Let our onsite techs handle your needs and keep your operations team on the floor</p>	<p>Onsite Coverage: Registers, POS Server, KVM Switch, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc.</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Onsite</p> <p>HP and NCR HHOT: Onsite</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Onsite</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen, PC Controller, Printer Advanced Exchange for Scanner</p> <p>Diebold: Onsite coverage for Screen, PC Controller and Printer, Scanner</p>
<p>OTP2 Package</p> <p>Available for OTP 2 & Pro only</p>	<p>Onsite Coverage: POS Server</p> <p>Advanced Exchange: Registers, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Onsite</p> <p>HP and NCR HHOT: Onsite</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Advanced Exchange</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen, PC Controller and Printer Advanced Exchange for Scanner</p> <p>Diebold: Onsite coverage for Screen, and PC Controller Advanced Exchange for Printer, Scanner</p>
<p>OTP3 Package</p> <p>Available for OTP Pro only</p>	<p>Advanced Exchange: Registers, POS Server, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc.</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Advanced Exchange</p> <p>HP and NCR HHOT: Advanced Exchange</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Advanced Exchange</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen Advanced Exchange for PC Controller, Printer, Scanner</p> <p>Diebold: Onsite coverage for Screen Advanced Exchange for PC Controller, Printer, Scanner</p>