

# NEXEO | HDX™ Crew Communication Platform Quick Start Guide

## THE BASE STATION AT A GLANCE



Each dot indicates a screen, blue is the one currently visible. Click on a dot or swipe/drag the screen to the left or right to view other screens.

## INTRODUCTION

Congratulations on your investment! You are now equipped with the best wireless headset system available for your business needs. The interactive HOME screen provides you with a complete overview of your system at a glance. Innovative smart features enhance ease of use while color-coded indicators provide a quick visual status of a feature or component.



A green indicator means that the feature/component is online, active, and functional. In this example, the Speaker/Microphone is connected and functioning properly.



A red indicator means that the feature/component is offline, inactive, or requires attention. In this example, there are no headsets detected. Turn on a headset and pair one for this indicator to turn green.



A yellow indicator is a transitional state. In this example, the transceiver is scanning for available channels. Once an available channel is found, it turns green (this can take a few minutes).



A gray indicator means that no AC70 Smart Battery Charger is detected. Position the AC70 within 10 feet (3 m) of the base station for this indicator to turn green. Note: the AC70 can function independently (it does not require a base station connection to function).

## HOME SCREEN OVERVIEW



Fig. 2.1

## MESSAGE CENTER OVERVIEW

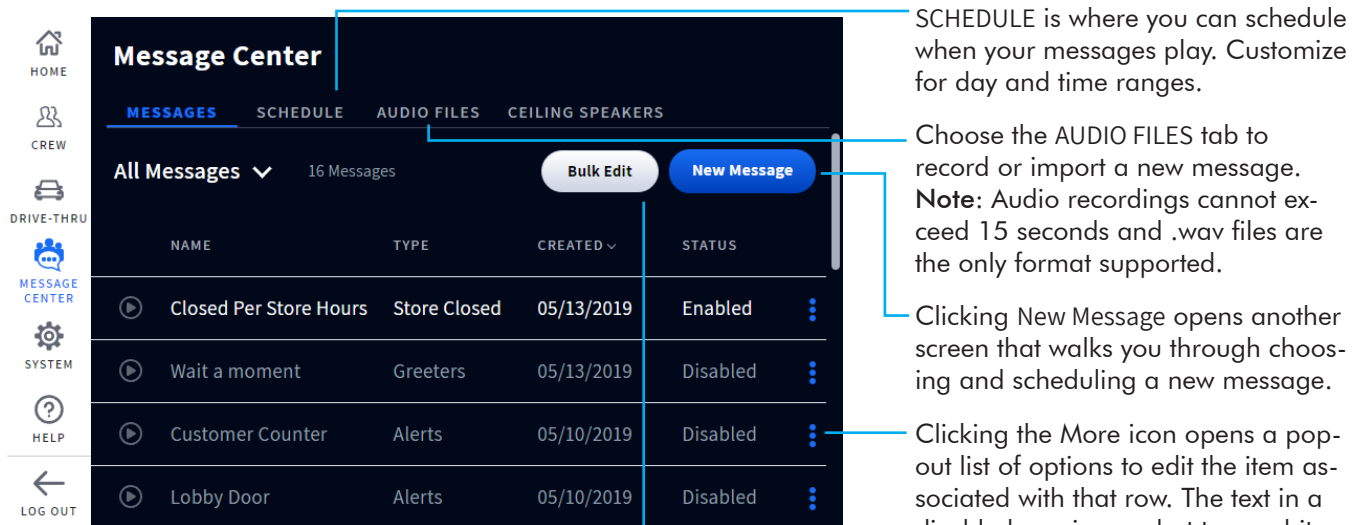


Fig. 2.2

The Message Center allows you to select a "Message Type" from a library of prerecorded messages and configure schedules for the message. You can also customize, record, or import your own audio files. Ceiling speaker volumes are also adjusted here.

**Note:** The Message Center requires a four-digit pin code to access. The Store Manager receives this after installation. Record here: \_\_\_\_\_

## HEADSET OVERVIEW

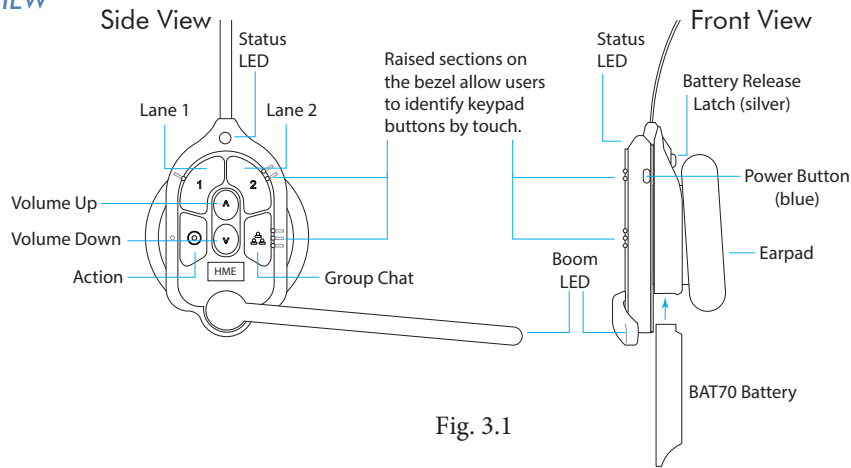


Fig. 3.1

Keypad Layout Reference Table (Fig. 2)

Icon	Label	Status LED	Boom LED	Status/Description (voice commands are initiated by saying "Ok Nexeo" first)
1	Lane 1	Green	Green	Tap to talk to lane 1. The Status LED flashes green while the Boom LED turns on solid green. Tap again to stop. The Status LED turns solid; the Boom LED turns off. Voice Command: "lane 1" (to listen only) or "talk to lane 1," or "change lane" if in lane 2
2	Lane 2	Red	Red	Tap to talk to lane 2. The Status LED flashes red while the Boom LED turns on solid red. Tap again to stop. The Status LED turns solid; the Boom LED turns off. Voice Command: "lane 2" (to listen only) or "talk to lane 2," or "change lane" if in lane 1
	Volume Up			Tap to increase volume (the headset beeps become louder as confirmation). Press and hold to maximize volume to loudest. Voice Command: "volume up" or "volume #"
	Volume Down			Tap to decrease volume (the headset beeps become quieter as confirmation). Press and hold to minimize volume to quietest. Voice Command: "volume down" or "volume #"
	Group			Tap for group chat. Both Status and Boom LEDs flash quickly, alternating red & green. Tap again to stop.
	Action			No Function. Reserved for future functionality.

**Notes:** Both the Status and Boom LEDs flash slowly with alternating colors when the headset needs to be paired.

A yellow Status LED indicates a low battery. The low battery Status LED is also accompanied by audio prompts.

**Voice commands** can be used instead of tapping the keypad but must first be enabled on the Base Station. To use voice commands, begin by saying "Ok Nexeo," then, once the Boom LED turns on white continue with a voice command (see above table for specifics). Volume # levels are 1-15. (E.g., saying: "Ok Nexeo, volume 12," changes the volume level to 12. Mute is 0).

### Pairing your Headset (AIO HS7000):

1. Verify the headset has a fully charged BAT70 battery installed (see Fig. 3.1).
2. Press the blue power button to turn on the headset (see Fig. 3.1). The headset LEDs turn on and flash slowly, alternating between green and red, indicating you now need to pair the headset.
3. Hold the keypad side of the headset against the blue headset pairing ring on the base station to pair. Pairing begins automatically once the headset is sensed. The blue pairing ring turns a swirling green to indicate pairing is in progress (see Fig. 3.2).

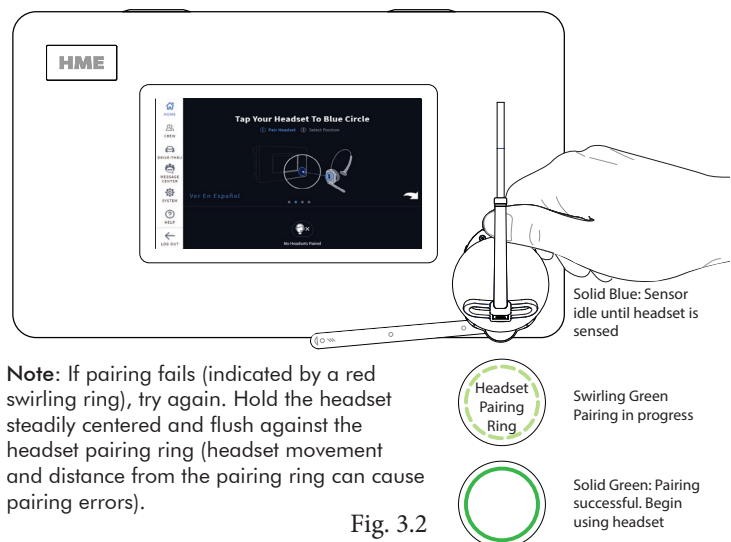


Fig. 3.2

- When the headset pairing ring turns solid green, pairing is successful. The headset status LED also turns solid green. Registration also happens automatically with the initial pairing. See Fig. 3.2 note if pairing fails.
- When the Select Your Position screen appears (see Fig. 4.1), tap on a tile to select your position. If you are selecting DRIVE-THRU (or DRIVE-THRU 2 for stores with two lanes), you also have the option of AUTO HANDS-FREE mode. This saves you from having to manually connect with a new customer using the headset buttons.

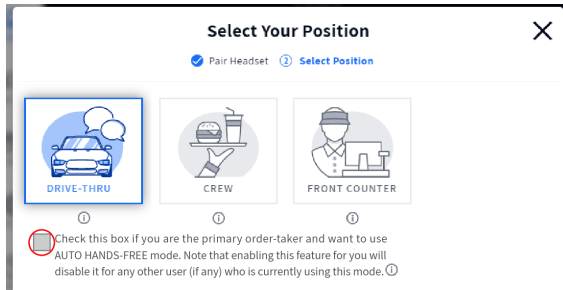


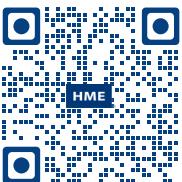
Fig. 4.1

When the AUTO HANDS-FREE mode box is checked, you are automatically connected with customers when they arrive at the order point and then automatically disconnected when they leave. This feature is only available for one headset per drive-thru lane. The headset remains in this mode until the headset is taken out of use or powered off.

- Select Next, and this Success prompt appears. Tap OK to begin using your headset.

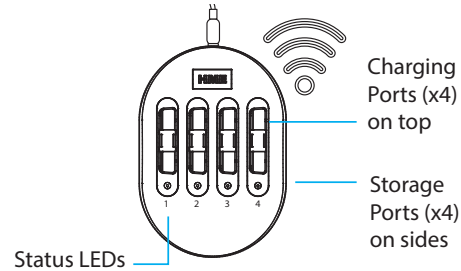


A copy of this guide and much more can be found under NEXEO | HDX by scanning this QR code or going to:  
<https://www.hme.com/qsr/drive-thru-user-manuals/>



Also, visit the **HME Training Portal** by scanning this QR Code or going to:  
<https://www.hme.com/training>

## AC70 SMART BATTERY CHARGER OVERVIEW



**Note:** The storage ports do not charge batteries.

### Using the AC70 Smart Battery Charger:

- Install the AC70 close to the base station (<10 ft (3 m)) and connect it to a power outlet.  
**Note:** The AC70 will still charge batteries outside of this range but without base station feedback.
- Insert a BAT70 battery into the charging port to begin charging (new batteries must be charged). The Status LEDs on the AC70 indicate charge status (see AC70 LED Reference Table).  
**Note:** When within range, battery status is also provided via the base station HOME screen. Tap **Chargers** on the HOME screen to view status.

AC70 LED Reference Table		
LED	Color	Status/Description
	Green	Flashing green = Charging Solid green = Fully charged
	Red	Flashing red = Incompatible battery
	Red/Yellow	Flashing red & yellow = Fault condition

## HELP

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