HME®
HOSPITALITY & SPECIALTY COMMUNICATIONS

NEXEO | HDX™
Crew Communication Platform

User's Guide

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Important Safety and Usage Information

CAUTION: As would be the case with any audio device, such as headphones or a headset, that carries amplified sound to the ears, misuse of such a device or use at excessive volume levels may cause hearing impairment or loss of hearing. The following safety instructions must be followed when using the all-in-one headset transceiver. Failure to follow these safety instructions could result in injury.

Avoiding Hearing Damage: Permanent hearing loss may occur if the all-in-one headset transceiver is used at excessive volume levels. Turn on the all-in-one headset and check the volume prior to use. The audio volume may be adjusted by using the up / down arrow buttons on the all-in-one headset.

Prolonged use at excessive volume levels over time may sound normal, but can be damaging to hearing. If you experience ringing in the ears or muffled speech sounds, discontinue use and have your hearing checked. The louder the volume, the less time is required before your hearing can be affected.

The following precautions should be taken to protect your hearing:

- Limit the amount of time you use the all-in-one headset at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

Battery Disposal

HME cares about the environment. Please consult the laws and regulations within your municipality regarding the proper disposal of expired or discarded batteries.

Regulatory & Compliance

See the - Regulatory, Compliance & Safety Guide online under NEXEO | HDX at:

https://www.hme.com/qsr/drive-thru-user-manuals/

Patent Information

The NEXEO | HDX™ Wireless System is covered by the following US patents:

10,826,765	10,756,973	10,756,972	10,520,629	10,484,241
10,263,843	10,024,993	9,917,731	9,885,799	9,639,906
9,408,022	10,993,088	11,310,634	11,356,561	11,452,073
11,463,491				

Additional patents are pending.

Table of Contents

Illustrations used in this guide showing equipment or system components are only representations and may differ from the actual product. They are also subject to change without notice.

The screenshots used in this guide are only for illustrative purposes. The data and values displayed are simulated and do not reflect actual data from a real store or restaurant.

HME is not responsible for equipment malfunctions due to errors made in other language translations based upon the original English version.

Chapter 1 - NEXEO | HDX™ Overview

Congratulations on your investment! You are now equipped with the best wireless system available for your business needs. The NEXEO® system is designed for, but not limited to, Quick Service Restaurants (QSRs) and Stores that utilize a drive-thru. It delivers a clear, easy, and efficient way of communicating with your crew and customers. The Base Station offers a user-friendly touchscreen with an enhanced range of customizable communication options to help optimize your business's efficiency.

Equipment

Your basic system includes:

- **Base Station**: This is the control center for your entire system. All peripheral devices and connected components are controlled from here. Headsets are paired, and your system is configured here as well. The Base Station provides feedback on the status of system components such as headsets, speakers, and batteries. (Fig. 1.1.)
- **Headset**: The headset allows you to communicate with other crew members within a store and/or with customers in a drive-thru lane environment. (Fig. 1.2.)
- **Remote Transceiver**: This device facilitates wireless communication between the headsets and the Base Station. Up to four Remote Transceivers can be connected to a Base Station (additional Transceivers extend range to provide greater coverage in larger premises). (Fig. 1.3.)
- **Battery Charger**: This unit allows you to charge up to four headset batteries at a time and also provides feedback on the current condition of each battery docked. Charger activity can be monitored via the Base Station, or the charger can be used independently as a standalone charger. (Fig. 1.4.)
- **Speaker/Microphone** (not shown): These include external speakers and microphones found in speaker posts or menu board enclosures, typically located in drive-thru lanes. These devices facilitate 2-way communication between the store and customers at menu boards, kiosks, and in drive-thru lanes. In-store ceiling speakers can also be connected to the Base Station.

Fig. 1.1

Fig. 1.2

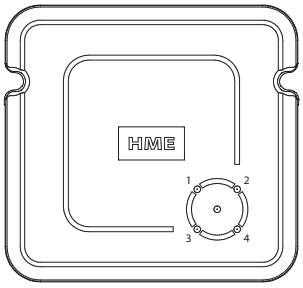


Fig. 1.3

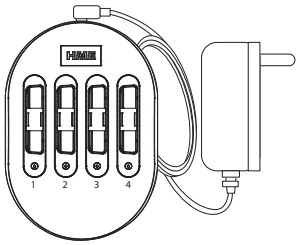


Fig. 1.4

The Three Tiers of the NEXEO Platform.

This guide covers all features offered by the NEXEO | HDX system. However, the features available depend on the tier you purchased. Table 1.1 shows the features available with each tier. Each tier also has two drive-thru lane configurations: Single Lane or Dual Lane (Dual Lane includes Dual Lane, Y-Lane, and Tandem Lane setups).

NEXEO | Core	NEXEO	NEXEO | Pro

Includes:
• Second-generation wideband HD audio
• Touchscreen interface
• Improved message center
• Simplified headset pairing
• At-a-glance system health diagnostics
• HME CLOUD® connectivity
  • System updates
  • Settings and controls consistency
  • Device support
	Includes all the features of NEXEO | Core, plus:
	• Enhanced crew communication
	  • Crew profiles
	  • Crew communication
	  • 1:1 communication
	• Hands-free voice commands
	• Integrated ZOOM Nitro® alerts
	• Support for larger store formats
	  • Expanded range and coverage
	  • Expanded safety options
	• Text and Connect capability
	• ClearSoundX - Proprietary AI noise canceling algorithm (requires the SP7000 speaker)
		Includes all the features of NEXEO | Core and NEXEO, plus:
		• VAIO-ready platform uniquely designed to provide the best bot audio experience (VAIO is a Voice AI Ordering system that uses a bot instead of a person to handle drive-thru orders)
		• Seamless integration with third-party store systems to provide actionable alerts in real-time

Table 1.1

Grayed-out or unavailable features: Depending on your tier service, some features may not be available. When you tap/click on an unavailable feature, a dialog box like the one shown in Fig. 1.5 will appear. In this example, the service only covers a Single Lane. If your store expands to include another lane, you can request a service upgrade to enable the Dual Lane configuration. Follow the prompt in the dialog box to upgrade. System tiers are also covered in the Help chapter of this guide (see “System Tiers” on page 41).

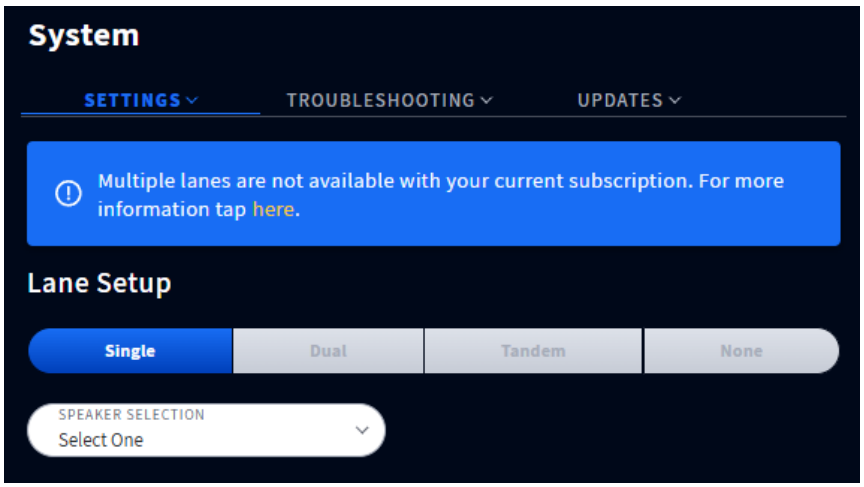


Fig. 1.5

The Home Screen

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. Once your system is installed, the installer configures it to your specifications. Fig. 1.6 shows your HOME screen. The small dots  in the center of the screen indicate the number of available screens, while the blue dot indicates the currently displayed screen. Click a dot or drag or swipe left or right to view the other screens. Fig. 1.6 shows you the status of all system components connected to the Base Station.

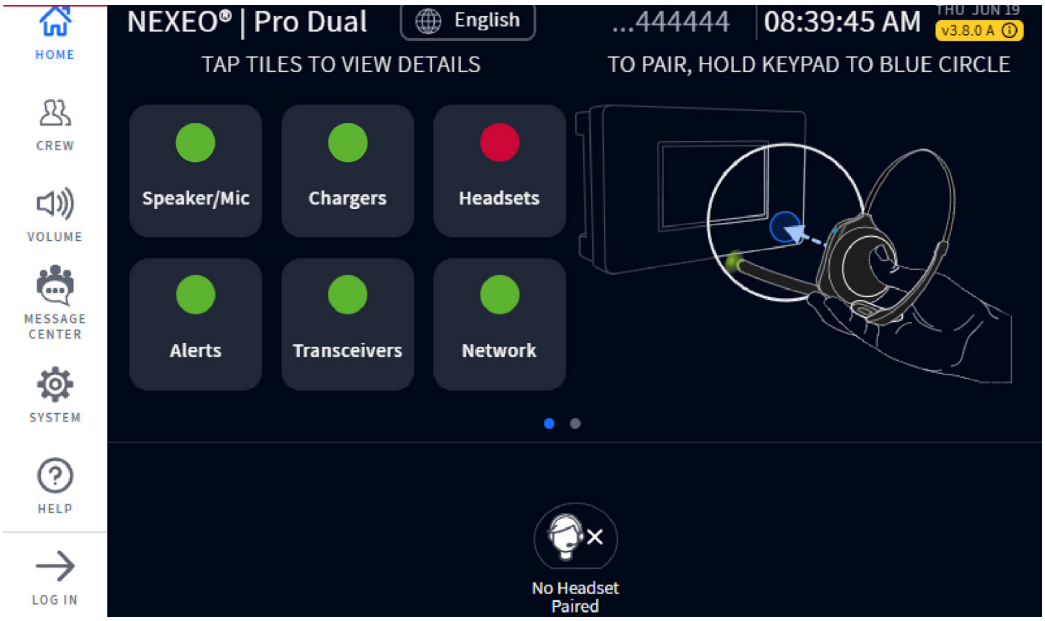


Fig. 1.6

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 functioning properly. In this example, the Speaker/Mic Post components are connected and functional.

A red indicator means that the feature/component is offline, inactive, or not functioning properly. In this example, no Headsets are detected. A Headset needs to be paired with the system for this indicator to turn green.

A yellow indicator is a transitional state, such as when the Transceiver is scanning for available channels. The indicator turns green once the Transceiver finds an available channel. When seen on the Speaker/Mic tile, it can also mean poor loop detector health. This alert means that corrective action is needed to prevent further degradation and possible failure.

A gray indicator means that no AC70 Battery Charger is detected. **Note:** This indicator is gray because the AC70 Battery Charger doesn't need to be connected to the Base Station to be functional; it can function independently. If you wish to monitor the AC70 Battery Charger via the Base Station, position it within 10 ft (3 m) of the Base Station for this indicator to turn green (the AC70 Battery Charger must also be powered on).

Tap on a component or feature on the home screen to expand it for more details (see Fig. 1.7).

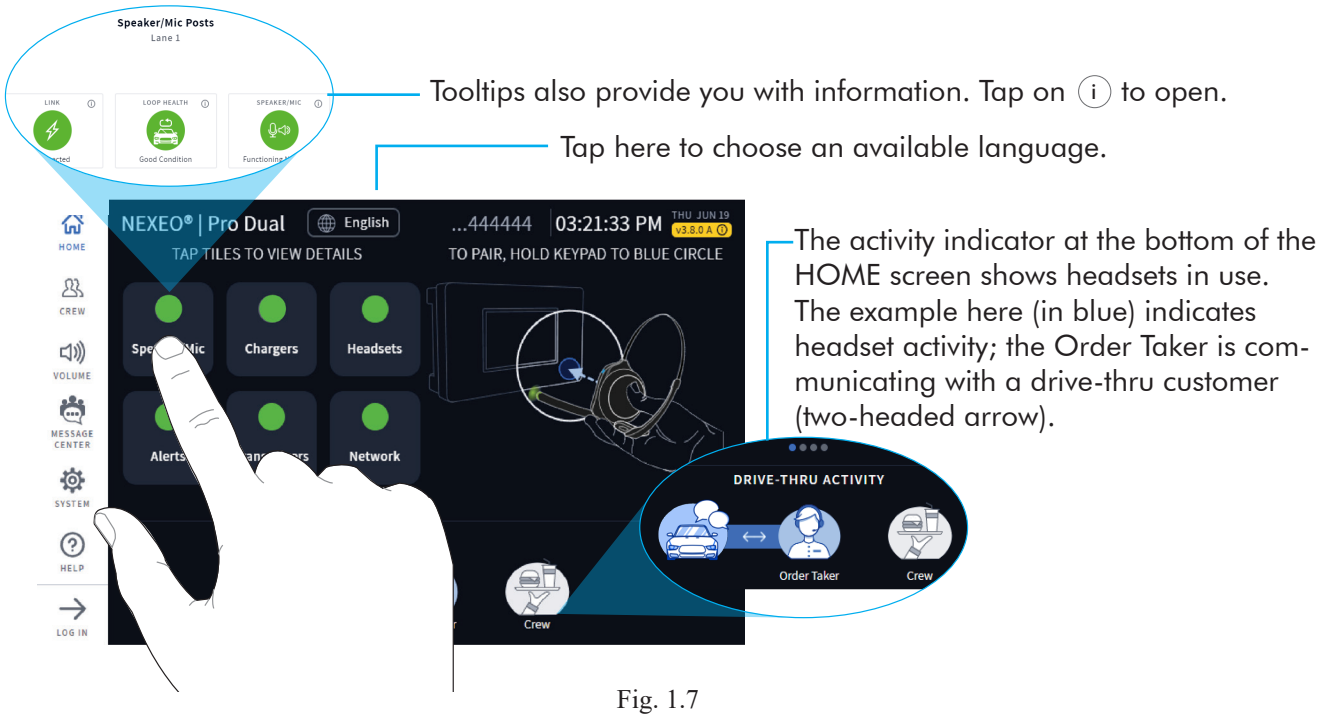


Fig. 1.7

Feature	Description
Speaker/Mic	**Link:** Checks that the post and base station are communicating. **Loop Health:** Checks that the vehicle detection loop is functioning properly. **Speaker/Mic:** Checks that the speaker and microphone for this lane are functioning properly.
Headsets	**Traffic:** Shows how many conversations are happening now. **In Use:** Shows how many headsets are currently in use. **Status:** Provides a headset's status, whether functioning normally or not.
Transceivers	**Status:** Indicates whether the transceiver is online. **Remote Transceiver:** This is the transceiver's unique ID/serial number. **Details:** This indicates whether the transceiver is functioning properly.
Chargers	**Battery Status of Ports 1 - 4:** Each port tile tells you the status of the battery docked in it, whether it is charging, fully charged, dead, or unauthorized. Tap any port tile to expand for more details, including charging time, charge cycles, charging current, temperature, and serial number. Note: Battery charging status is also indicated by the LEDs on the AC70 battery charger. See Table 1.2 for details.
Alerts	**Alert:** System alerts can be viewed here. Alert details include name, date, and time.
Network	**Network:** This provides you with your LAN (Local Area Network) and HME CLOUD status.

Table 1.2

Fig. 1.8 shows the HOME screen with the sidebar menu on the left. A four-digit PIN is required to access most menu options (see “Permissions and Log in” on page 14 of this chapter). Each menu option is covered by a chapter in this guide, as shown in Fig. 1.8.

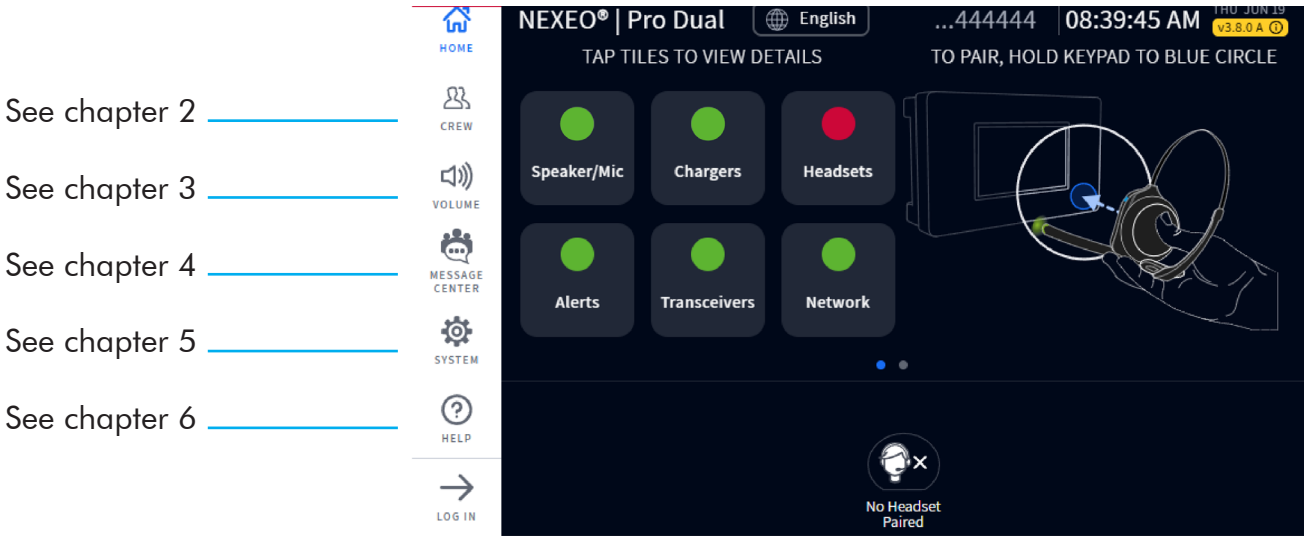


Fig. 1.8

Smart Battery Charger (AC70) Overview

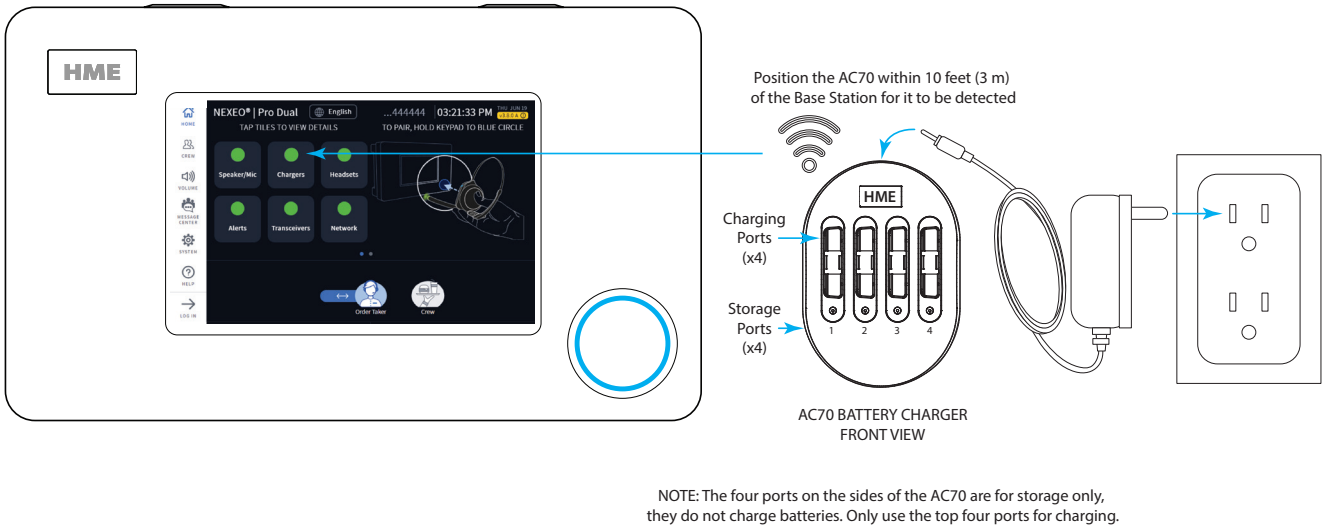


Fig. 1.9

1. Connect the power adapter to the AC70 and plug the other end into a wall outlet. When positioned within 10 feet (3 m) of the Base Station, the **Chargers** indicator on the HOME screen will change from ● (gray) to ● (green). See Fig. 1.9.
   Note: The AC70 will still charge batteries outside of this range, but charging status cannot be monitored via the Base Station HOME screen (the indicator remains gray when out of range).
2. Insert a battery into any charging port to begin charging (even new batteries need to be charged). Batteries are keyed to fit only one way and dock easily with minimal effort. Do not force fit.
3. Tap the **Chargers** tile on the HOME screen to view charging status (if within range). Fig. 1.10a shows that Ports 2 and 3 have docked batteries. The battery in Port 2 is charging while the battery in Port 3 is fully charged.

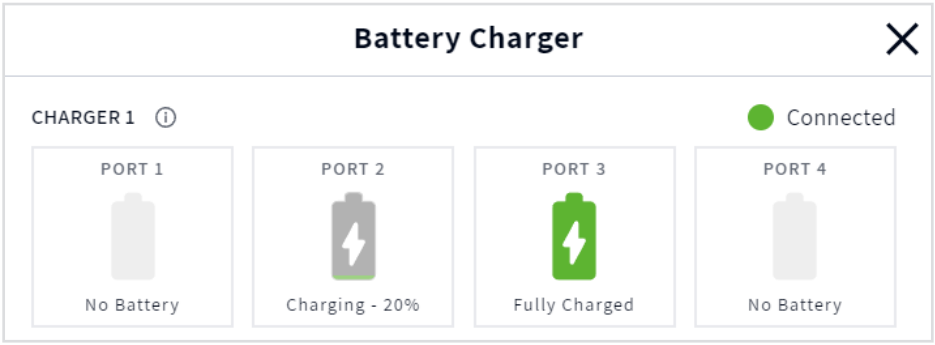


Fig. 1.10a

Note: The Base Station can support two AC70 Chargers. When the **Chargers** tile on the HOME screen is tapped, both chargers will be visible (if both are within Base Station range), as shown in Fig. 1.10b. Also, when a battery reaches end of life, the charger screen will prompt you to replace it. See the example shown in Fig. 1.10b (Charger 2 Port 3).

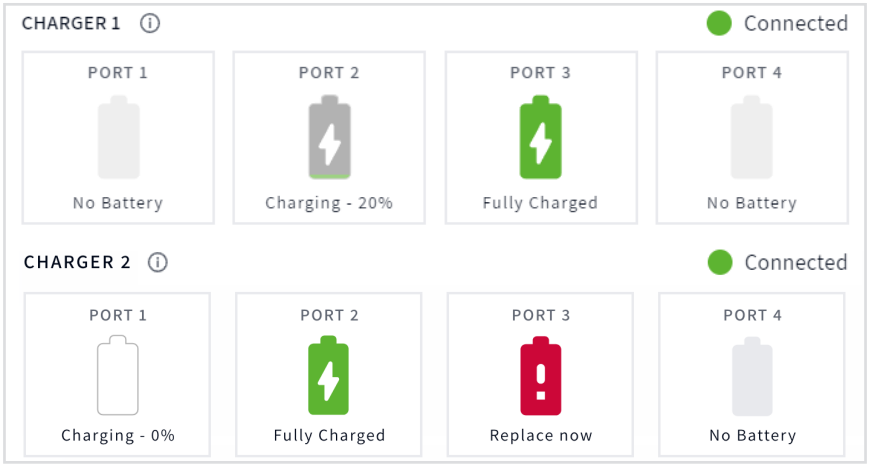


Fig. 1.10b

4. Tap on a port tile for more battery details. For example, in Fig. 1.11, the third tile (Port 3) was tapped, prompting additional details about the battery docked in this port to be displayed.

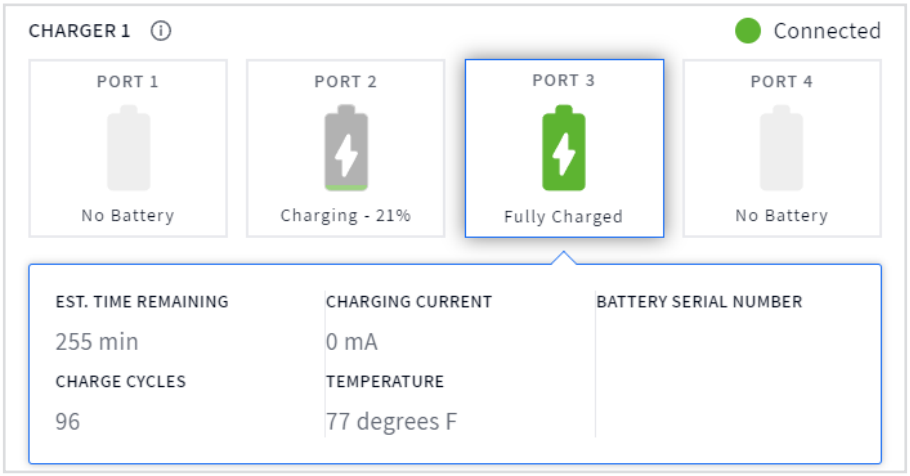


Fig. 1.11

Note: Use the LEDs on the AC70 charger to monitor the status if it is out of range (see Table 1.3).

AC70 LED Reference Table		
LED	**Color**	**Status/Description**
	Green	Flashing Green = Charging Solid Green = Fully charged
	Red Red/Yellow	Flashing Red = Incompatible battery Flashing Red & Yellow (alternating)= Fault condition
	Blue	Firmware upgrade in progress

Table 1.3

HME cares about the environment. Please check with your municipal laws or guidelines for the proper disposal of dead lithium-ion batteries.

Headset (HS7100 & HS7100) Overview

The HS7100 and HS7000 Headsets (Fig. 1.12) are wireless headsets used to communicate with crew and customers. They use a BAT70 lithium-ion battery. Under normal use, the headset will operate for approximately eight hours on a single charge and will alert you when the battery is low. During periods of inactivity, the HS7100 headset will enter sleep mode to conserve power. Move the headset to wake it up from sleep mode.

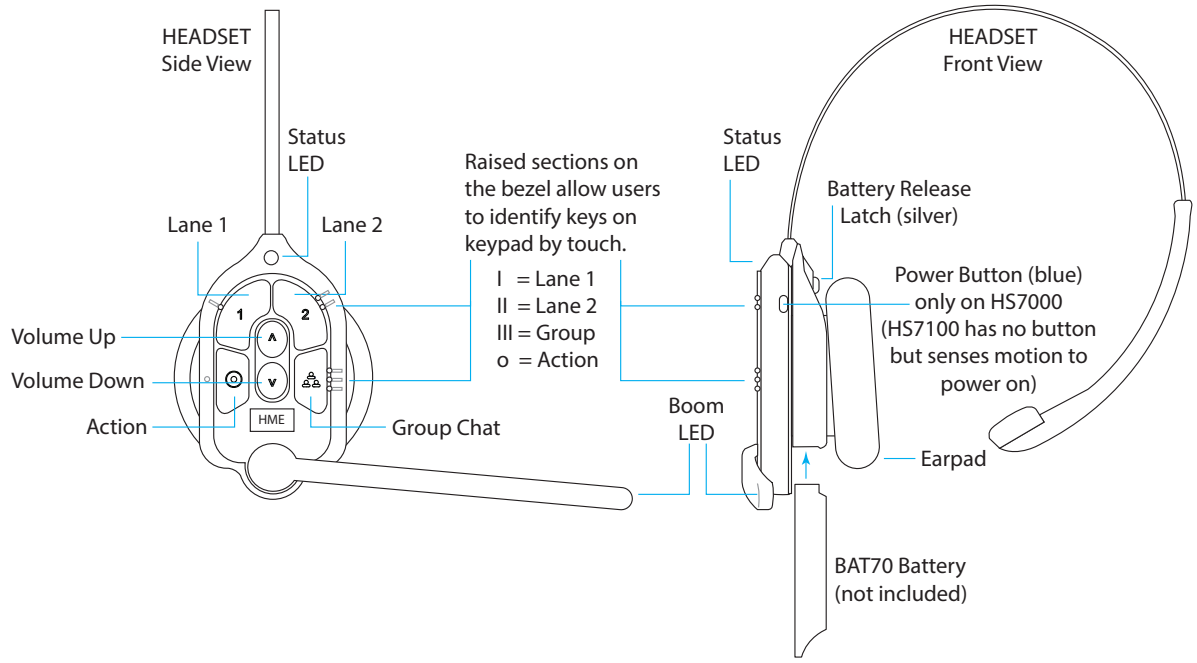


Fig. 1.12

Headset Keypad Reference Table				
Icon	**Label**	**Status LED**	**Boom LED**	**Status/Description**
1	Lane 1	Green	Green	Tap to talk to lane 1. The Status LED flashes green while the Boom LED turns on solid green (with audible single-tone confirmation). Tap again to stop (two-tone confirmation).
2	Lane 2	Red	Red	Tap to talk to lane 2. The Status LED flashes red while the Boom LED turns on solid red (with an audible single-tone confirmation). Tap again to stop (with two-tone confirmation).
∧	Volume Up			Tap to increase volume (the headset beeps become louder as confirmation). Press and hold to maximize volume to the loudest level.
∨	Volume Down			Tap to decrease volume (the headset beeps become quieter as confirmation). Press and hold to minimize volume to the quietest level.
	Group/ Crew			Tap for group chat. Both Status and Boom LEDs flash quickly, alternating red & green. (with an audible single-tone confirmation). Tap again to stop (with two-tone confirmation). The Status LED changes to a solid yellow in listen-only mode.
	Action			If the headset is set to answer phone calls. Tap once to answer, tap again to end call. Press the 1 or 2 key twice to put the phone call on hold and talk to a respective lane. Press 1 or 2 once, then press the Action key to return to call. Press again to end call.

Notes: Both the Status and Boom LEDs flash slowly, 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: See "Voice Commands" on page 9.
Audio Feedback: The headset also provides audio feedback when specific functions are initiated.
Push-to-Talk mode: Press and hold any audio key (L1, L2, or Group Chat) to activate this mode (there is an audible single-tone confirmation). Release to cease communication and exit this mode (there is an audible two-tone confirmation).

Table 1.4

Voice Commands

This feature allows headset users to operate their headset via voice commands instead of the keypad. The following table lists available voice commands. All voice commands must be initiated by the command "**OK NEXEO**" followed (within ten seconds) by a specific command prompt listed in Table 1.5.

> ***NOTE:*** *Voice commands are not available with NEXEO | Core. To upgrade, see "System Tiers" on page 41. Voice commands must also be enabled on the base station to use this option. See Voice Commands under System "Settings" on page 27.*
>
> *When the OK NEXEO command is initiated, the Status and Boom LEDs illuminate white; you then have approximately **10 seconds** to continue with the command. If no command is issued within this time frame, you'll receive an error tone. You will then need to repeat the entire command, beginning with OK NEXEO.*

Voice Command Table			
How to:	**Say:**	**Status LED**	**Boom LED**
Begin conversation with Lane 1 customer	OK NEXEO, talk to Lane 1	Flashes green	Flashes green
Begin conversation with Lane 2 customer	OK NEXEO, talk to Lane 2	Flashes red	Flashes red
Change to listen only to Lane 1 group	OK NEXEO, Lane 1	Solid green	Solid green
Change to listen only to Lane 2 group	OK NEXEO, Lane 2	Solid red	Solid red
Set volume level*	OK NEXEO, volume # (1-15)	No effect	No effect
Increase volume*	OK NEXEO, volume up	No effect	No effect
Decrease volume*	OK NEXEO, volume down	No effect	No effect
Change to the opposite lane's group	OK NEXEO, change lane	Solid red when switching to lane 2 Solid green when switching to lane 1	Solid red when switching to lane 2 Solid green when switching to lane 1
Person-to-Person call** E.g., OK NEXEO, call Jane	OK NEXEO, Call [name of person]. - Tap ◎ to answer/exit	Solid white	Solid white
Call a specific group/position*** E.g., OK NEXEO, call Front Counter	OK NEXEO, Call [name of position]. - Tap ◎ to respond/exit	Flashes green and red	Flashes green and red

Table 1.5

* Volume up and volume down commands increase or decrease the volume one level at a time. But you can also use a numerical value to jump to a desired level. The valid audible range is 1-15, with 1 being the quietest and 15 the loudest. 0 is mute.

** The person you are calling must be enrolled in the Crew Profile directory and wearing a headset. See Fig. 1.22 for example. You cannot call an individual if they are using the headset but not enrolled (i.e., the user selected "Continue as guest" when pairing). First names, last names, or full names can be used. For example, if two crew members have the same first name, the headset will prompt you to use the last name of the person you wish to talk to. The receiver must tap the Action key (◎) on their headset to answer. To end the call, either person can tap the Action key (◎) and exit this state.

*** The group you are calling must be an active position in the restaurant and must have headset users enrolled in that group (see example in Fig. 1.23, which lists three active positions: Drive-Thru

1, Crew, and Front Counter). The person calling the group is immediately connected and is heard by all members of the group wearing headsets. If anyone in the group needs to respond to the caller, they must tap the Action key ( ) on their headset (all in the group will hear the response). To end the call, the caller can tap the Action key ( ) and exit this state.

Navigating the Screen

Almost every option or feature displayed on the Base Station screen has a small (i) icon next to it. This is a Tooltip (see Fig. 1.13). When you tap or hover over this icon, an information dialog opens that explains what this option/feature is or does.

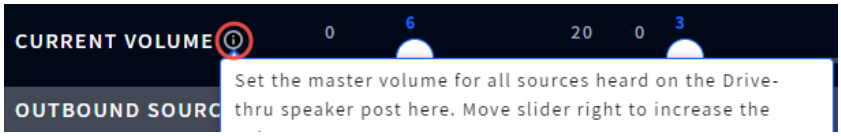


Fig. 1.13

Most screens have active areas that are editable; these may include any of the following:

Direct Access Fields: These are fields you can type directly into. When you tap in this field, a pop-up keyboard also opens (see Fig. 1.14). This allows you to enter information on the touchscreen (without a physical keyboard).

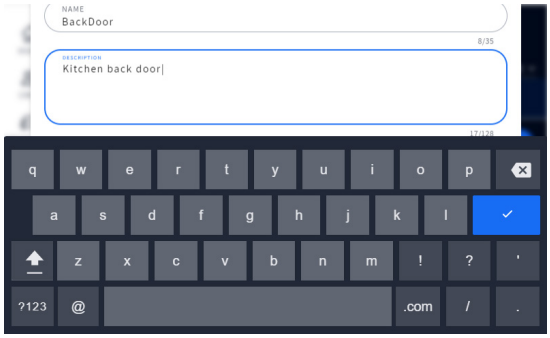


Fig. 1.14

Adjustment Counters: Some active areas, such as time fields, are edited by tapping on the field (see Fig. 1.15). Tap on a number above or below the blue field to change. Continue doing so until the desired number is in this field. The minute and second fields are controlled separately.

Fig. 1.15

On/Off Toggles: Tapping an **OFF/ON** toggle turns it on (if its current status is off, or off if its current status is on). Fig. 1.16 shows two features, one in the OFF state and the other in the ON state.

Fig. 1.16

Drop-down and Pop-out Lists: The down arrow ⌄ in a field or next to it indicates that more options are available. The More icon (the ellipsis icon with three vertical blue dots in Fig. 1.17) also indicates there are more options to choose from. Tap the arrow or the More icon to open the list, then select an option.

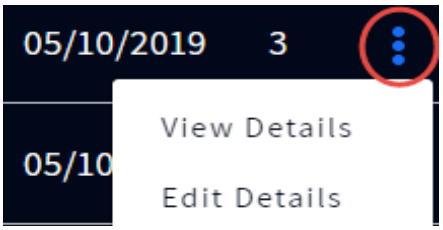


Fig. 1.17

Sliders: Some adjustments, such as volume controls, are made using a slider bar. Touch the slider knob and drag it to the right to increase the value, or to the left to decrease it. Or you can use the + or - sign at either end of the slider for single-step adjustments. The blue number next to the slider knob indicates the current setting, while the minimum and maximum values are listed at the start and end of the slider bar, respectively (see Fig. 1.18).

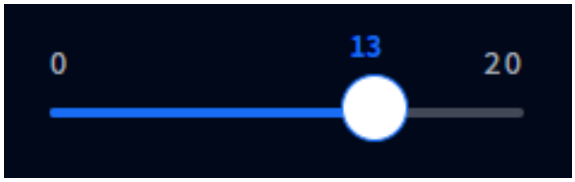


Fig. 1.18

Getting Started with Pairing and Log In

Pairing

Before you can use your system, you must first pair your headset with the Base Station. Pairing links the headset to the Base Station, allowing it to recognize your headset and communicate with it. With a charged battery installed, move the headset to power on (if using the HS7100 headset and it is in sleep mode), or press the blue power button to turn on if using an HS7000 headset. The headset LEDs turn on and flash slowly, alternating between green and red, indicating the headset needs to be paired. The Base Station will detect when a headset is placed next to the blue pairing ring and begin pairing (see Fig. 1.19). Fig. 1.20 shows the headset pairing position. When pairing is successful, the alternating LEDs stop, and the status LED turns green. Registration also happens at this point.

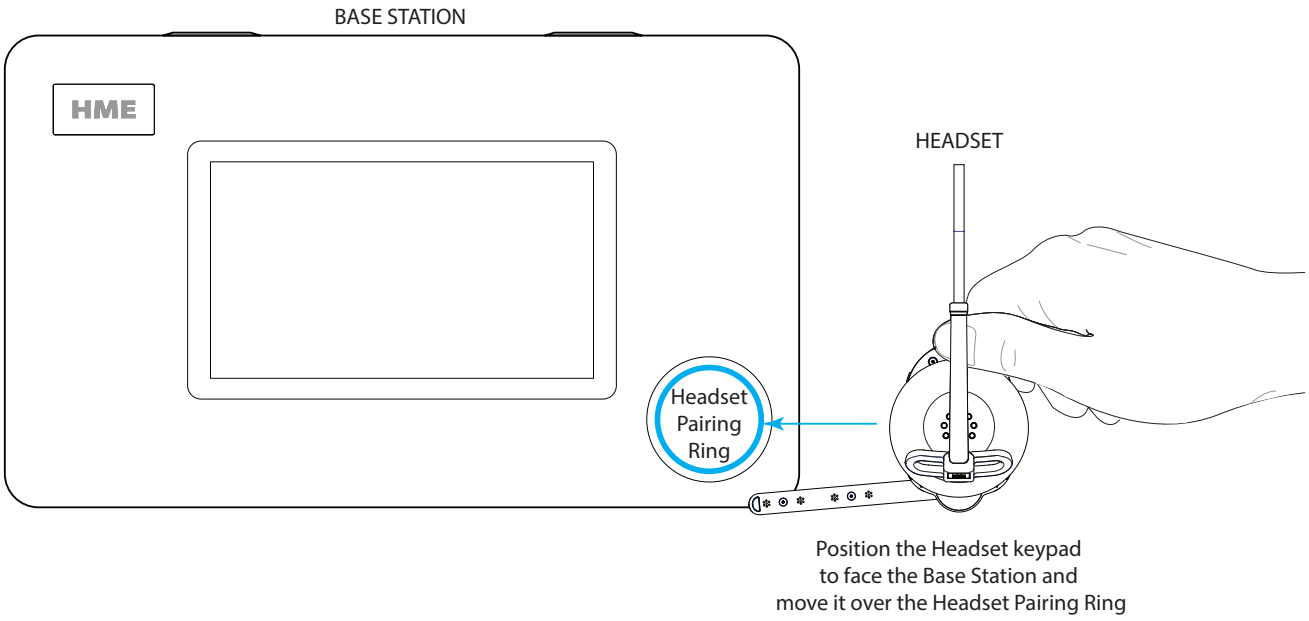


Fig. 1.19

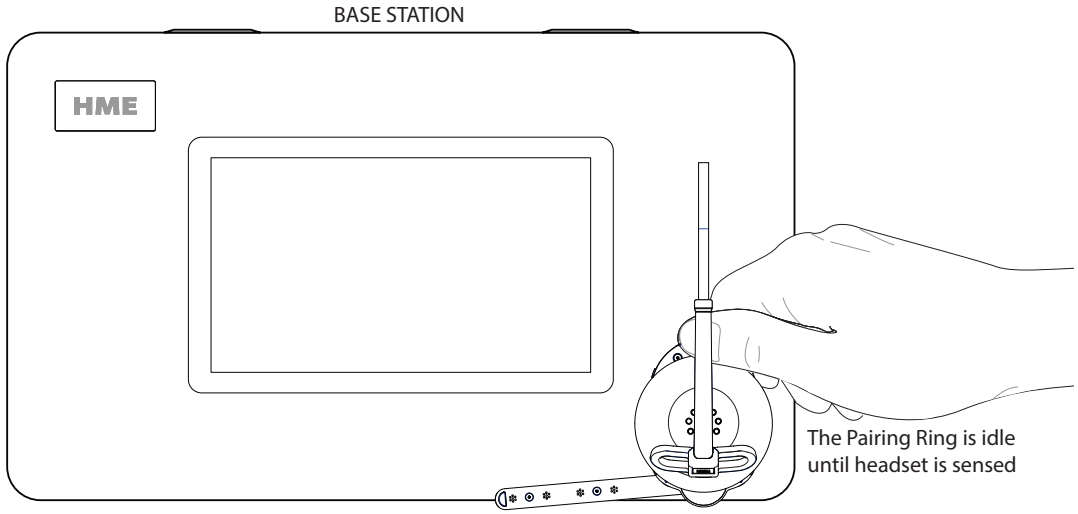


Fig. 1.20

If your headset has a low battery, a battery level low alert ( ) is displayed, prompting you to resolve the issue before proceeding. Either charge the battery or replace it with a fully charged one.

If pairing fails, the prompt in Fig. 1.21 will appear. Try again by holding the headset steady, centered, and flush against the Headset Pairing Ring (headset movement and distance from the Pairing Ring can cause pairing errors).

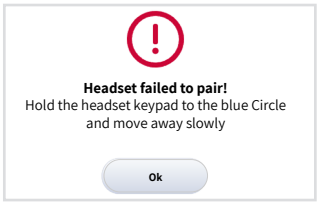


Fig. 1.21

NOTE: *Pairing will also fail once the battery level drops to approximately 5% or below.*

Once your headset is successfully paired, one of two dialog boxes appears. If no crew profiles are set up in the system, Fig. 1.22 will appear. Tap the **No, Skip** button to continue as a guest (this opens the **Select Your Position** dialog, see Fig. 1.24). Or, tap the **Yes, Add New Crew Profile** button (this will open the Create Crew Profile dialog, see “Chapter 2 - Crew” on page 17 and Fig. 2.2).

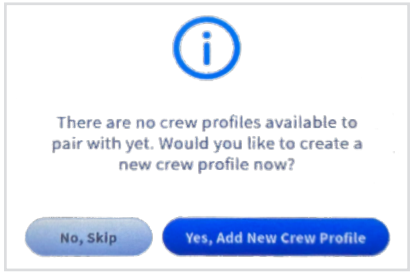


Fig. 1.22

If an existing Crew Profile exists, the **Select Your Name To Pair** dialog opens (see Fig. 1.23). Tap on your name if it already exists (names are listed in alphabetical order, so you may have to scroll down the list to find it), or tap on the **Continue as guest** option in the upper left if you don’t have a profile.

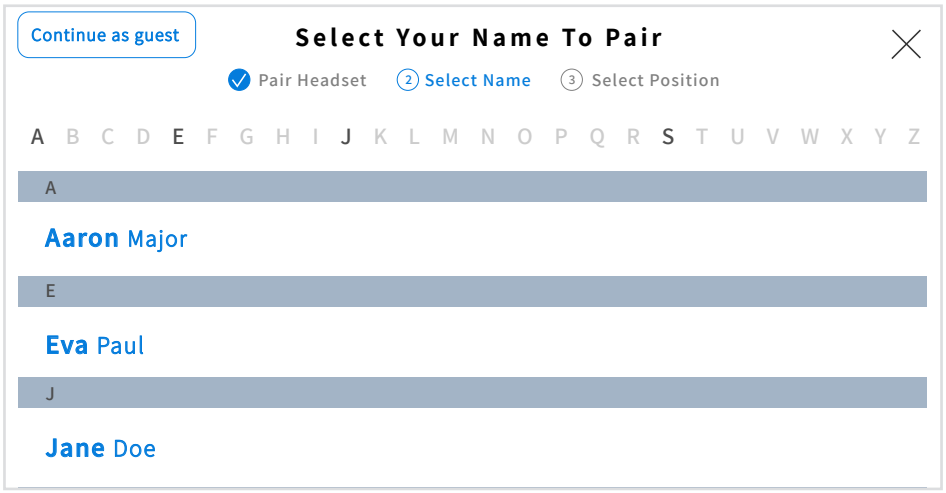


Fig. 1.23

When the **Select Your Position** dialog appears (Fig. 1.24), you are prompted to select a position. Tap on one of the available tiles to select it (DRIVE-THRU 1 is selected in Fig. 1.24). If you select the DRIVE-THRU position, you can also enable **Auto Hands-Free** mode (the first checkbox below the po-

sition tiles). This allows you to connect with a new customer without having to tap the headset keypad manually.

When you check this box, you are automatically connected with a customer when they arrive at the order point. You are then automatically disconnected when they leave the order point. The headset remains in this mode until it is powered off and then powered on again. This feature is only available for one headset per drive-thru lane. For example, if a user selects **Auto Hands-Free** mode while it is already in use by another user, the new user will force the initial user out of this mode.

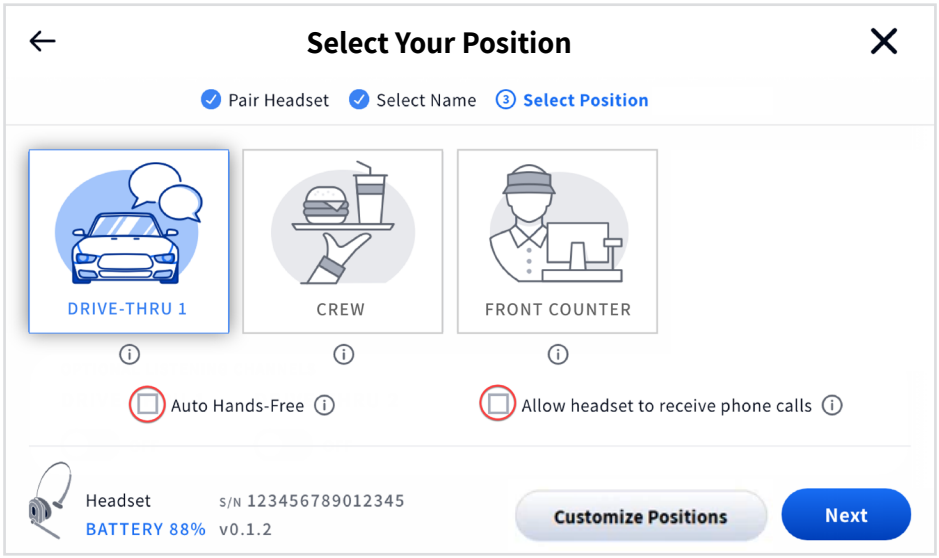


Fig. 1.24

The other checkbox option is **Allow headset to receive phone calls** (see Fig. 1.24). Stores that have a landline telephone may wish to connect it to the NEXEO system so a NEXEO headset can be used to receive incoming phone calls. When this box is checked, the ◎ (Action) key on a designated headset keypad can be used to answer incoming calls. Only one headset can be designated to receive phone calls, and your system must have a TI7000 installed. The TI7000 is a telephone interface module used to connect the store telephone to the base station. The TI7000 must also be enabled on the base station. See **Telephone Interface** under “Settings” on page 27.

If a user selects the **Allow headset to receive phone calls** option when it is already in use with another headset user, the new user will force the initial user out of this mode so that only the new user can receive phone calls (i.e., the initial user is disconnected and their headset can no longer receive phone calls until they select this option again which will force the new user off). Also, if the store telephone is answered first before the designated headset user answers, the designated headset will not receive or hear the phone call, as it was disconnected and redirected to the telephone, or vice versa (i.e., the phone call can only be answered by one receiver, whichever one answers first).

The headset ◎ (Action) key is used to answer phone calls. Incoming calls will ring on the headset, and the TI7000 status light will slowly alternate between red and green.

- **To answer a call**: Tap the ◎ key once (the TI7000 status light turns a steady green). The headset status LED turns a steady blue while the mic boom flashes blue.
- **To end a call**: Tap the ◎ key again (the TI7000 status light reverts to a steady red).
- **To place a call on hold and speak to a lane**: Tap the 1 or 2 key once to place the call on hold. This returns the headset to idle mode. Tap the 1 or 2 key again to speak to lane 1 or 2, respectively. To return to the call, tap the ◎ key. To end the call, tap again.

The Customize Positions button lets you select from a range of positions that best reflect your store and be included here. See **Additional Positions** under “Settings” on page 27. Once you Select Your Position, the prompt in Fig. 1.25 appears. Tap/click OK to begin using.

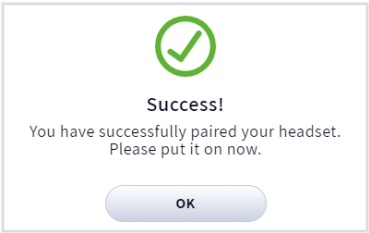


Fig. 1.25

NOTE: *The system remembers your **Select Position**, **Auto Hands-Free**, and **Allow headset to receive phone calls** selection (options selected in Fig. 1.24) when a headset is powered off, or the base station is rebooted, unless the user changes the options by re-pairing or another user overrides them during the pairing process.*

Log In

A four-digit PIN is required to access the sidebar menu options such as **CREW, DRIVE-THRU, MESSAGE CENTER,** and **SYSTEM**. The Store Manager receives this PIN upon installation. You can record it here:

_____

1. Tap LOG IN on the sidebar menu (Fig. 1.26). This opens a dialog box and prompts you for a PIN (Fig. 1.27). You are allowed five password attempts before being locked out for five minutes. The red prompt above the PIN field indicates an invalid password and the number of attempts.

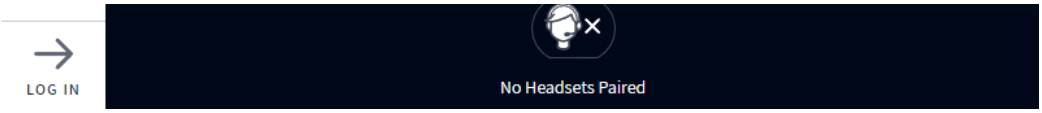


Fig. 1.26

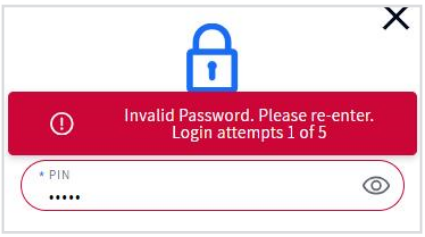


Fig. 1.27

2. Tap the PIN field and enter your four-digit PIN using the pop-up keypad (Fig. 1.28).

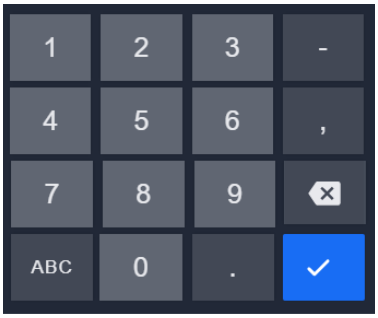


Fig. 1.28

3. Tap the ✓ key to accept (the keypad disappears).
4. Tap the Sign In button to log in.
5. Tap on any option on the sidebar menu to open that page.

> ***NOTE:*** *The following chapters assume that you are logged in to the Base Station.*

Chapter 2 - Crew

Only Installers and Managers can access and edit the features on this screen.

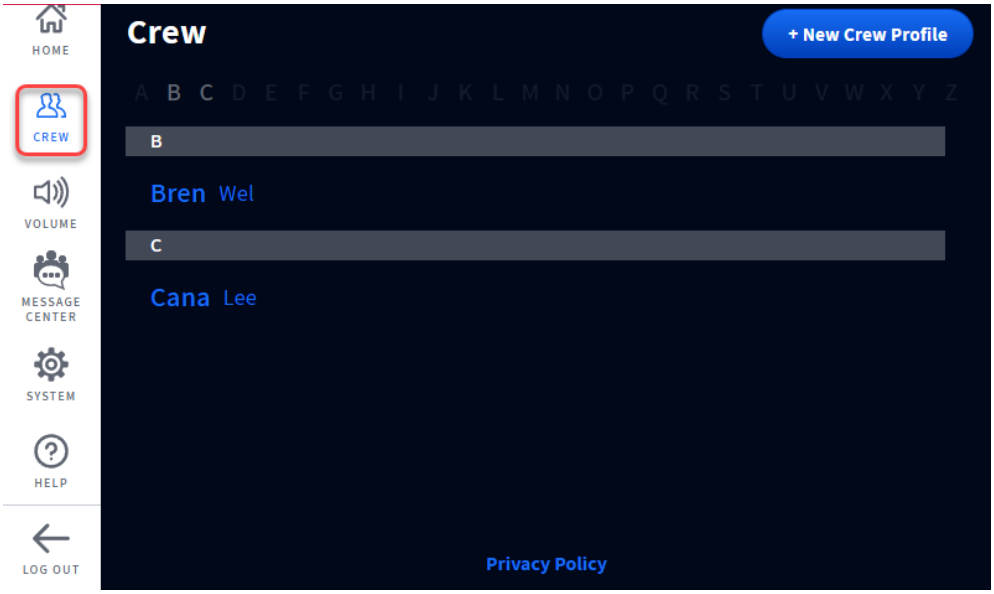


Fig. 2.1

What is this screen for? This screen allows you to set up crew profiles for those using the system.

1. Tap on the blue + New Crew Profile button to begin.
2. In the New Crew Profile window, enter details. See Fig. 2.2

> ***NOTE:*** *Fields with * are required fields. The Save button remains inactive until the required fields are populated, and then becomes active.*

3. Tap the “Save” button to save the new profile. A green success banner confirms (see Fig. 2.3).

PERMISSIONS are active (ON) by default; click the toggle switch to disable (OFF).

Initiate 1-to-1 calls to Crew: When off, this option prevents the crew member listed from initiating a conversation with another crew member; however, another crew member with this option enabled can initiate a conversation with the crew member who has this option disabled.

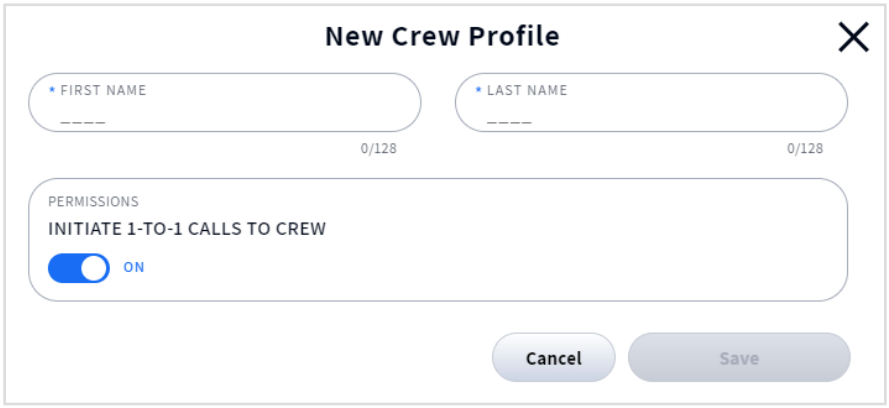


Fig. 2.2

Fig. 2.3

To add another crew member, tap on the + New Crew Profile button again.

To delete a profile, tap the profile name you wish to delete, then tap **Delete Profile** in the **Crew Profile Detail** dialog (see Fig. 2.4). A prompt will appear asking if you are sure. Tap the “Yes, Delete” button to delete. A green success banner confirms the deletion.

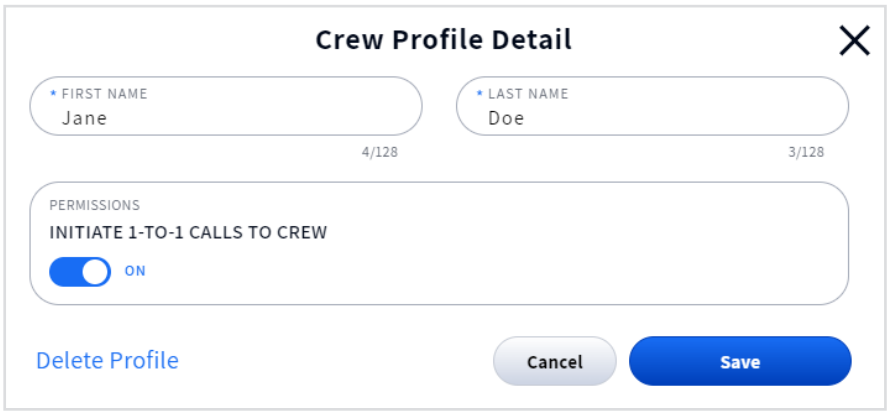


Fig. 2.4

Chapter 3 - Volume

Lane Volume

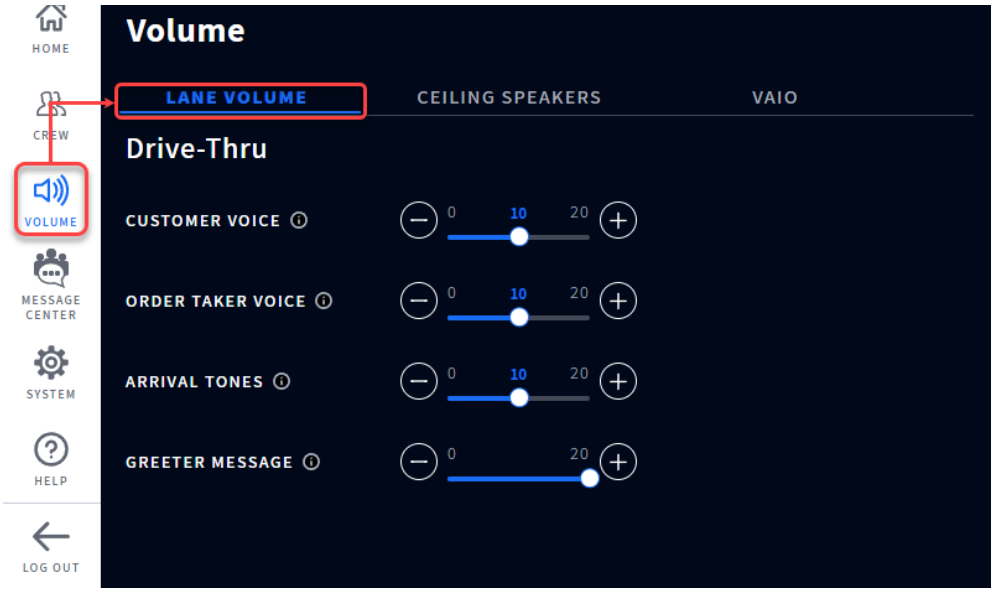


Fig. 3.1

What is this screen for? Tap on the **LANE VOLUME** tab. This screen allows you to set volume levels for the speaker posts in your drive-thru. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

CUSTOMER VOICE: This controls the inbound volume of the customer's voice from the speaker post microphone at the drive-thru lane's order point.

ORDER TAKER VOICE: This controls the outbound volume for the order taker's voice going to the speaker post at the drive-thru lane's order point.

ARRIVAL TONES: This controls the volume of the arrival tones when the customer arrives at the order point/speaker post.

GREETER MESSAGE: This sets the volume for an order point greeter message if it is enabled. Greeter messages are enabled through the MESSAGE CENTER (VAIO must be OFF to enable greeter messages).

Ceiling Speakers

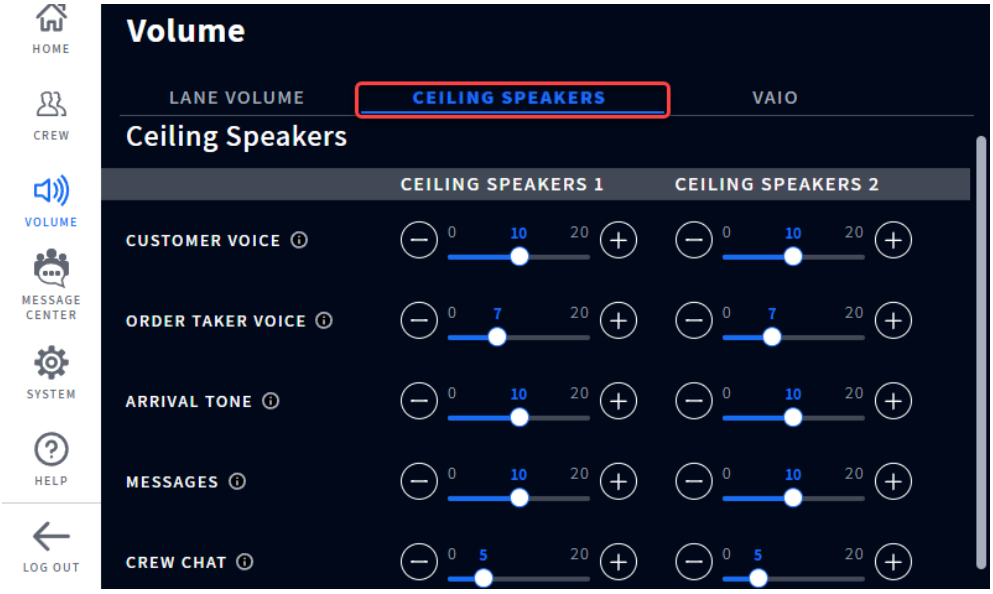


Fig. 3.2

What is this screen for? Tap on the **CEILING SPEAKERS** tab. This is where you can adjust volume levels for the ceiling speakers. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

CUSTOMER VOICE: This controls the inbound volume of the customer's voice from the speaker post microphone at the drive-thru lane's order point.

ORDER TAKER VOICE: This controls the outbound volume for the order taker's voice going to the speaker post at the drive-thru lane's order point. It also reduces the VAIO volume over the ceiling speakers.

ARRIVAL TONES: This controls the volume of the arrival tones at that speaker post.

MESSAGES: This sets the volume for all enabled messages. Messages are enabled in the STORE>MESSAGES screen. Messages include greeters, alerts, and reminders.

CREW CHAT: This controls the crew chat volume.

VAIO

> ***NOTE:*** *VAIO (Voice AI Ordering) requires a third-party service provider. Please contact your brand/chain administration for further information. This tab/page is only visible if your system is configured for VAIO.*

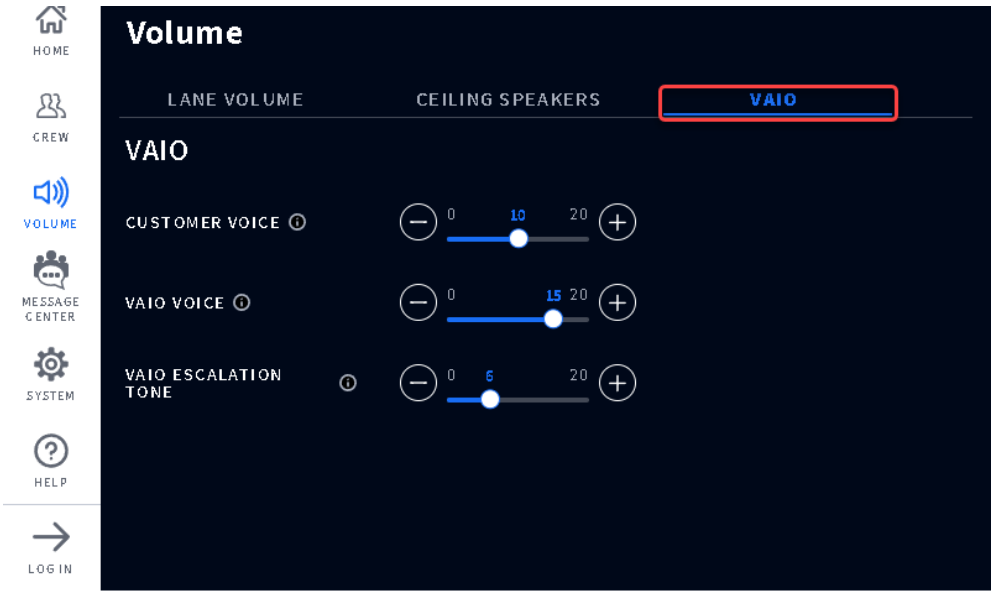


Fig. 3.3

What is this screen for? Tap on the **VAIO** tab. This is where you can adjust volume levels for your store's Voice AI Ordering system. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

CUSTOMER VOICE: This controls the volume level of the inbound customer's voice heard by the bot (the AI order taker).

VAIO VOICE: This controls the volume level of the bot voice (the AI order taker) heard by the customer.

VAIO ESCALATION TONE: This controls the volume level of the escalation tone sent to crew members when human intervention is required during the ordering process.

For more VAIO information, see "Chapter 7 - Voice AI Ordering (VAIO)" on page 50.

Chapter 4 - Message Center

Only Installers and Managers can access and edit the features on this screen.

Messages

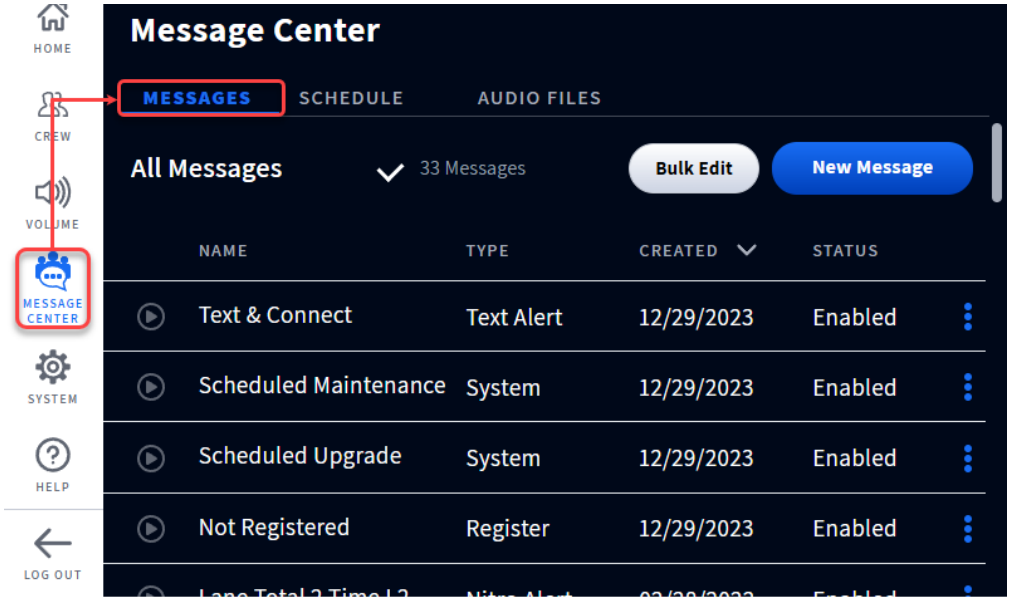


Fig. 4.1

What is this screen for? This is the message center where all your messages are available in one location and can be enabled or disabled. Messages found here can be prerecorded messages or custom messages you create (see “Audio Files” on page 26). It allows you to set conditions for audio files and how they are used. Tap the More icon to the right of the STATUS column and select from the drop-down list to view or edit details. The **MESSAGE CENTER** menu option opens to this **MESSAGES** tab.

All Messages:

Tap on All Messages to view the available selection in the drop-down list. (See Fig. 4.2.) Select a message type from the list (message types are defined following this paragraph). This narrows the on-screen list to the selected message type. Enabled messages are indicated by white text (e.g., first message row in Fig. 4.1). In contrast, disabled messages are grayed out (e.g., rows 2 - 4 in Fig. 4.1). The STATUS column at the end of the row also indicates whether the message is enabled or disabled. To enable a disabled message, tap on the More icon at the end of the row, and select “Enable” from the drop-down list or tap on “Disable” to turn off an enabled message.

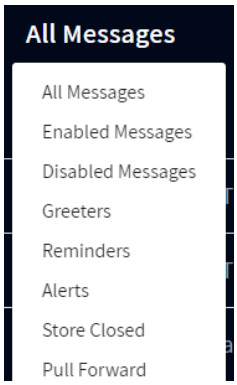


Fig. 4.2

Message Types:

Greeters: These are messages used to greet or address customers at a detection point in the drive-thru lane. Greeter messages can only be enabled when VAIO is OFF.

Reminders: These are messages that prompt personnel to perform a specific task, e.g., to check the restrooms.

Alerts: These are messages used to alert personnel that an event has occurred which requires attention, e.g., the freezer door was left open. For Text Alerts, also see “Text & Connect” on page 55.

If ZOOM Nitro® alerts have been configured on your system, they will show up in the TYPE column on the MESSAGE CENTER>MESSAGES page as “Nitro Alert.”

For more information on this, please consult the how-to instructional guide: ***Configuring ZOOM Nitro to NEXEO | HDX Alerts*** (pages 7 - 10) and document ***ZOOM Nitro Timer and NEXEO | HDX Crew Alert Communications Overview***, found online in the Supporting Documents Library of HME’s Training Portal (under NEXEO | HDX™ Platform). Some documents require logging in to your HME account to access. Nitro features are covered in the ZOOM Nitro user’s guide on the HME website - User Manuals page. Visit the library using this link: https://www.hme.com/training/supportingdocuments/?lng=1

Store Closed: This message notifies customers in a drive-thru lane that the store is closed.

Pull Forward: This message is only used for stores with a tandem lane configuration. It is enabled by default. In tandem operation, customers at Order Point #1 are served by Order Taker #1 (e.g., red vehicle in Fig. 4.3) and customers at Order Point #2 are served by Order Taker #2.

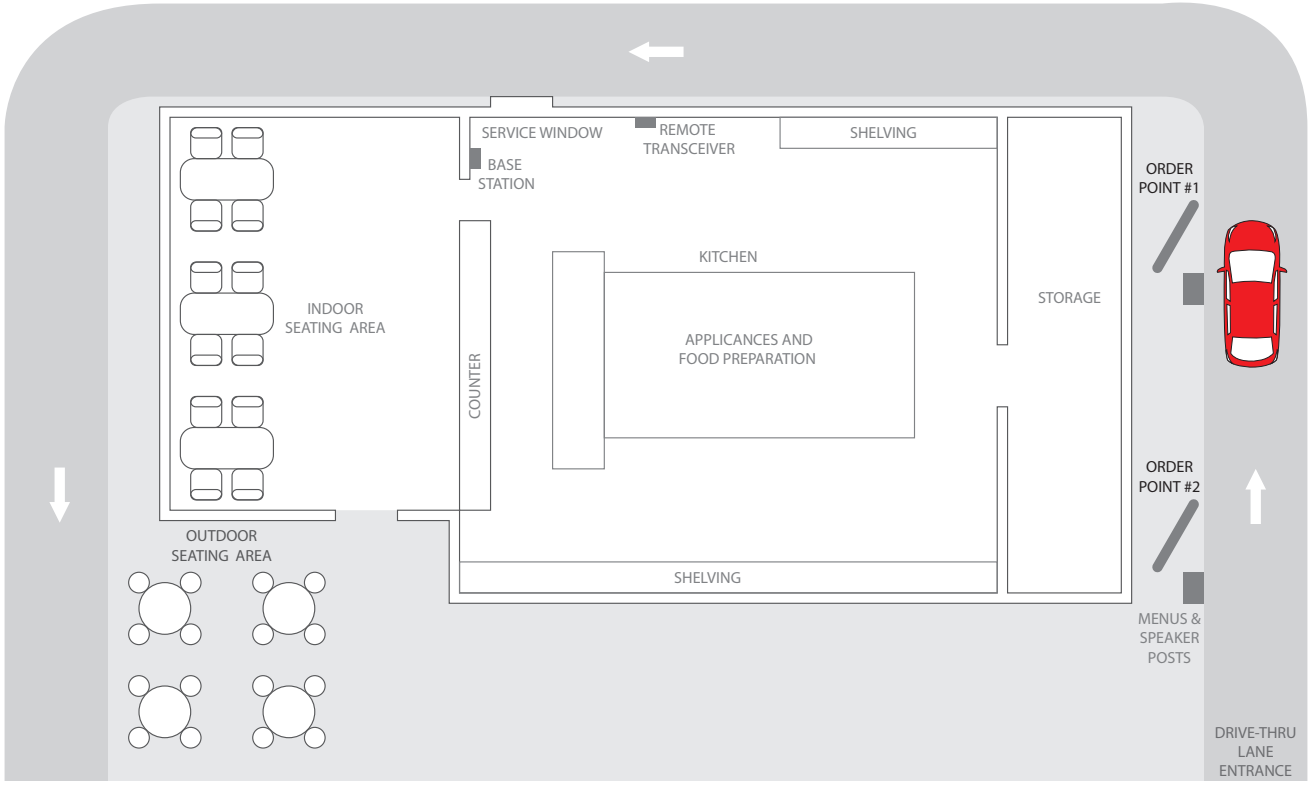


Fig. 4.3

If a customer arrives at Order Point #2 when there is no customer at Order Point #1, a “Please pull

forward" message will automatically be played from the Speaker Post or Menu Board #2. For example, in Fig. 4.3, when the customer in the red vehicle first arrived at Order Point 2, there was no customer in front at Order Point #1, so the Pull Forward message played, requesting that the customer pull forward to Order Point #1. This clears Order Point #2 to receive the next customer.

When a customer arrives at Order Point #1, Order Taker #1 will be alerted. If a customer arrives at Order Point #2 while another customer is already at Order Point #1, Order Taker #2 will be alerted.

> ***NOTE:*** *In tandem operation, if Order Taker #2's headset is set in the Auto Hands-Free mode, the "Please pull forward" message will not be played at Order Point #2. If necessary, Order Taker #2 will have to ask the customer at Order Point #2 to pull forward.*
>
> *The Pull Forward message is only enabled when VAIO is OFF.*

New Message:

1. Tap on the New Message button and select a message type. This opens a Create New Message screen, which walks you through setting up a message.
2. **TYPE:** Choose a message type from the available options. You can also set a message delay here. The default is OFF. Toggle switch to turn ON. The DELAY time field appears. Tap on the field and use the MM:SS counter to select a time. Tap the Set button to save. Tap "Next" to move on.
3. **AUDIO:** Select an audio file from the available list. Tap "Next" to move on.
4. **SCHEDULE**: Select a schedule from the available list. Tap "Next" to move on.
5. **DESTINATION:** Select a position or destination from the available options (one or more options can be chosen; tap each to select). Tap "Next" to move on.
6. **NAME:** Name your message type and provide a description of it here. Tap "Save & Complete" to finalize and exit.
7. Back at the Message Center screen, find your new message on the list and enable it to activate it (see previous All Messages section).

> ***NOTE:*** *The Next button is active when blue, allowing you to advance to the next screen. If the Next button is gray, it's deactivated and thus requires a field to be populated or an option selected for it to turn blue.*

Bulk Edit: Use this when you want to perform the same action across multiple files. When you tap the Bulk Edit button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select from the "Bulk Options" drop-down list to perform the same action on all the files checked. A prompt appears requesting you to confirm or decline your change. Tap Yes to proceed with the change.

Schedule

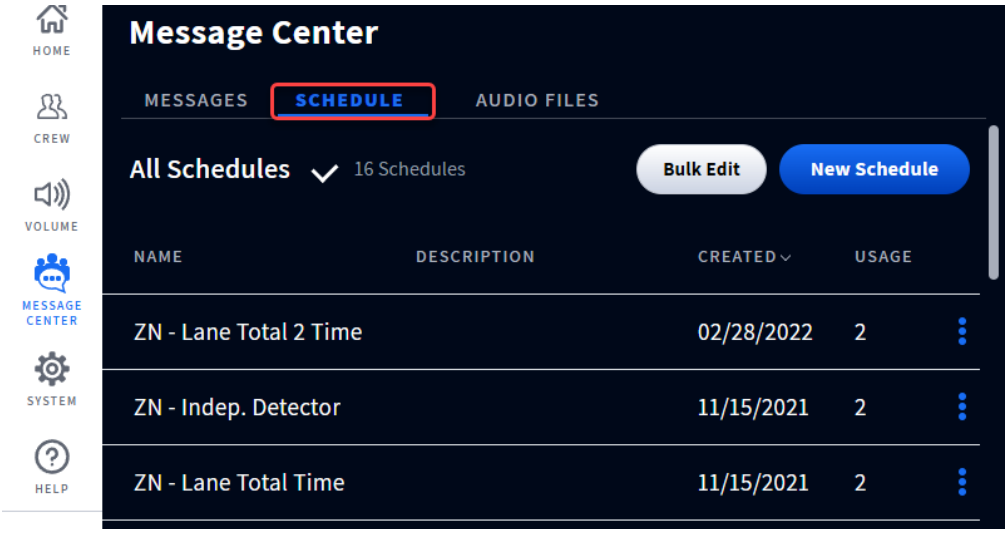


Fig. 4.4

What is this screen for? Tap on the **SCHEDULE** tab. This screen lets you put together a schedule of the features you have set, along with their status, which you can adjust here.

New Schedule: Tap on the New Schedule button to create a new schedule. Follow the prompts and fill in the appropriate fields. Tap "Save," and the new schedule will appear under the NAME column (you may need to scroll through the displayed entries to find it).

To filter the schedules shown in the NAME column, tap the down arrow next to "All Schedules" and select an option from the drop-down list. Tap the More icon to the right of the STATUS column and select from the drop-down list to view, edit, or change the status of the schedule in that row.

Example: If there is an existing file not currently used, and you wish to use it.

1. Tap on the down-arrow next to "All Schedules" and choose "Not Used" from the drop-down list. All unused files are now filtered and displayed in the table.
2. Tap on the More icon in the row of the unused file you now wish to use and select "Enable" from the pop-out list. The "Status" column for that schedule is updated to "Enabled," and the file is now active.

Bulk Edit: Use this when you want to perform the same action across multiple files. When you tap the Bulk Edit button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select an option from the "Bulk Options" drop-down list to perform the same action on all the checked files. A prompt appears requesting you to confirm or decline your change. Tap Yes to proceed with the change.

Audio Files

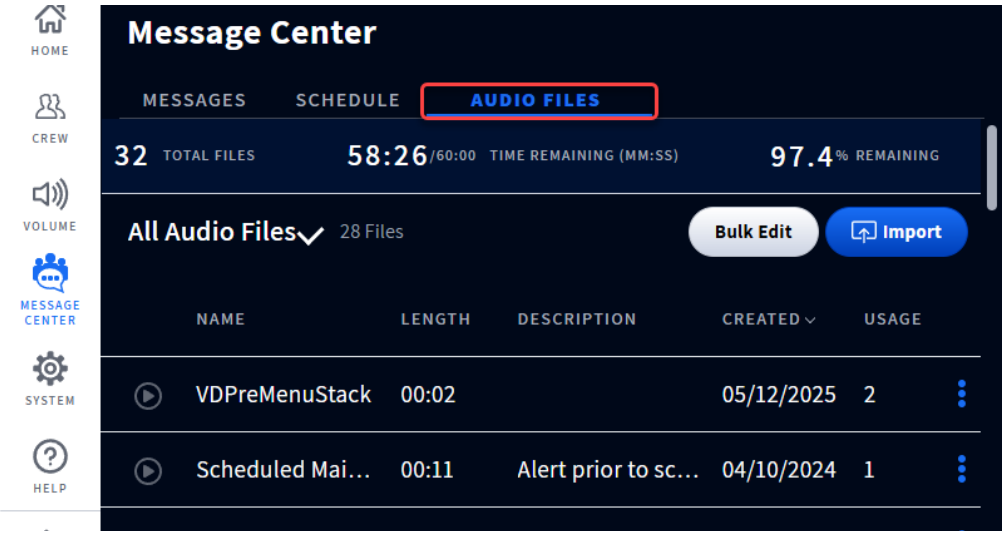


Fig. 4.5

What is this screen for? Tap on the **AUDIO FILES** tab. This screen provides a directory of prerecorded audio files and lets you import or record custom messages. The navy ribbon across the screen shows the total number of audio files and the remaining recording time, if you want to import more audio files or record custom messages.

All Audio Files: This column is where all the audio files reside. You can filter audio files by tapping on the down arrow next to it and selecting from the drop-down list. Tap the More icon for an audio file entry to the right of the USAGE column and select from the drop-down list to view or edit details.

Record or Import: This button is either a Record or an Import button, depending on whether you are at the Base Station in person or connected to it remotely. To record a message at the base station, tap on the Record button, then follow the onscreen prompts to pair a headset and record a message. Recording a message does not impact communication with the drive-thru.

If you are connected remotely, the "Record" button is replaced with an "Import" button. Custom audio files can be imported here. Tap the Import button, then follow the onscreen prompts.

Once the audio file is recorded or imported, it is now available for use under audio files in the message center.

> ***NOTE:*** *Imported audio files must meet the following criteria: they must be in .wav format, cannot exceed 15 seconds, and must be 16 kHz, 16-bit, and single-channel mono. Only one file can be dragged and dropped at a time.*

Bulk Edit: Use this when you want to perform the same action across multiple files. When you tap the Bulk Edit button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select an option from the "Bulk Options" drop-down list to perform the same action on all the checked files. A prompt appears requesting you to confirm or decline your change. Tap "Yes" to proceed with the change.

Chapter 5 - System

Only Installers and Managers can access and edit the features on this screen.

Settings

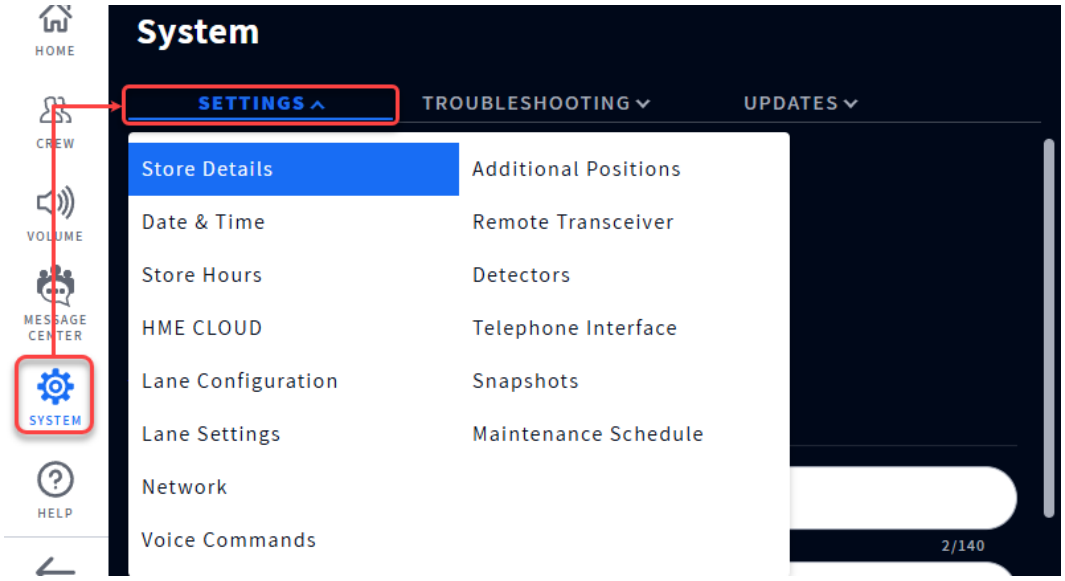


Fig. 5.1

What is this screen for? Tapping on the **SYSTEM** menu option opens to this **SETTINGS** tab. Tap the **SETTINGS** tab for the drop-down list. This screen gives you an overview of the entire system and is primarily used by the installer and technical support for maintenance and updates. From the drop-down list, select the option you wish to view. The Settings list lets you view and edit component setups and system configurations. Many of these options are performed during the initial installation using the Installation Wizard. Options in this drop-down list are defined below. Firmware updates are indicated by an exclamation icon ❗ next to an option or component. See “Firmware Updates” on page 45 for more information. It is recommended that you keep your system up to date.

Store Details: Store name, number, and address are recorded here (blue selection in Fig. 5.1). Your store number is located here in full and also appears at the top of the Home screen. However, if your store number is longer than six digits, it will be truncated on the Home screen. This area of the Home screen only has space for the last six digits.

Date & Time: Date and time formats are selected here, including time zone.

TIME ZONE SETTING: Gives the option of choosing the Nearest City to your location. Type the largest city near you into the search field, and click/tap on it to select. Or select Manual, which lets

you manually set UTC time (Coordinated Universal Time) using the pop-up adjustment counter.

TIME SETTING: Gives you the choice of Auto or Manual setup. Auto causes the Time Server fields to populate automatically. The four fields below this option are for Internet Time Servers using Network Time Protocol (NTP). NTP is a protocol used to synchronize computer clocks across multiple systems. It supports synchronization over local area networks and the Internet. The Time Setting option allows for up to four servers to be used. Auto is the default mode, and when successful, the “Manual” option is deactivated and cannot be used.

DATE FORMAT/TIME FORMAT: Select the format appropriate to your local standards.

Store Hours: Open and Close times are recorded here. Click the time field and use the adjustment counter to set it. If your store hours are the same every day of the week, tap or click on the Bulk Edit button. Here you can select an opening and closing time, then check the ALL box. This action automatically selects all the days of the week. See Fig. 5.2.

Tap/click Set Store Hours button to save.

> ***NOTE:*** *At least one “days of the week” box must be selected for the Set Store Hours button to become active (it turns blue when active, as in Fig. 5.2).*

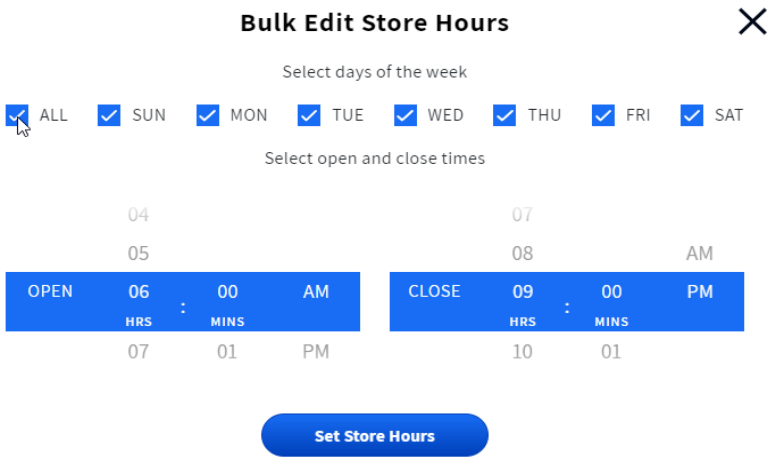


Fig. 5.2

HME CLOUD: When set to ON, this screen shows your HME CLOUD® connection details. While the Base Station can function without a registered account, customers are advised to register in order to get the most out of their system and receive updates. A network connection is required, and a service fee may apply. The Registration Key is a unique identifier that links your device to your store and is required to register your store.

Lane Configuration: This is the layout of your physical drive-thru area.

Single: A store with one drive-thru lane and one order point.

Dual: A store with two separate drive-thru lanes and an order point in each lane.

Tandem: A store with two order points but only utilizing a single lane (an order point in-line after the other). Also see Message Types: Pull Forward and Fig. 4.3 under “Messages” on page 22.

Speaker Selection: Select the speaker associated with your system.

Lane Settings: The Base Station has several advanced audio processing features designed to improve communication quality with the customer at the menu. This screen allows you to adjust these audio features manually, enhance fidelity, and reduce the effects of noise interference. Scroll down the screen to access all these features.

MUTE CREW CHAT TO ORDER TAKER: Turning this ON mutes crew chat while communicating with the drive-thru lane, thus allowing the order taker to focus on lane orders without any distractions.

HEAR HEADSET ARRIVAL TONES: This option only appears for Dual Lane/Y Lane configurations. The default mode is From Both Lanes. When a vehicle arrives in a lane, order takers will hear Arrival Tones for both lanes. One tone is heard for lane 1 and two tones for lane 2. To focus exclusively on the lane the order taker is assigned to, select From Single Lane mode. In this dedicated mode, the order takers will only hear the arrival tone for their lane.

OUTSIDE ORDER TAKER: The default position is Off. Turning Outside Order Taker On mutes the speaker post and vehicle arrival tones when crew members outside take orders.

For businesses that use an external on/off switch. Select "External" if you would prefer to control this feature using an external on/off switch instead of controlling it here on the Base Station. (Contact HME Sales/Support if you wish to include an external switch with your system.)

Auto Volume Control (AVC): When on, AVC automatically reduces the volume from the outside speaker during quiet times, such as early morning or late night. AVC monitors the ambient sound level outside and adjusts the speaker's volume level. If the ambient sound level outside increases, AVC stops adjusting and returns the volume to its original level.

Voice-Activated Attenuation (VAA): During a conversation, when the Order Taker is speaking to the customer, the customer's volume is reduced to reduce loud noises or echo from the Order Taker's microphone. The VAA option reduces external sound as you speak.

Inbound Noise Cancellation: When on, ClearSound reduces external environmental noise to enhance the customer's voice. It also improves the Order Taker experience. Unwanted outdoor sounds, such as car engines, sprinklers, planes flying overhead, and general street noise, can be picked up by the order point microphone and degrade customer audio quality. Inbound Noise Cancellation distinguishes the human voice from ambient noise and filters the audio, clarifying the customer's voice and making it much more audible.

If your system uses an SP7000 speaker and you are on the NEXEO or NEXEO | Pro tier, ClearSoundX is included (not available with NEXEO | Core). This proprietary algorithm uses AI to process the inbound audio signal and eliminate background noise such as loud traffic from nearby roads. It delivers the clearest audio possible, so the customer's voice is clearly heard, enhancing the ordering experience for both the customer and the order taker.

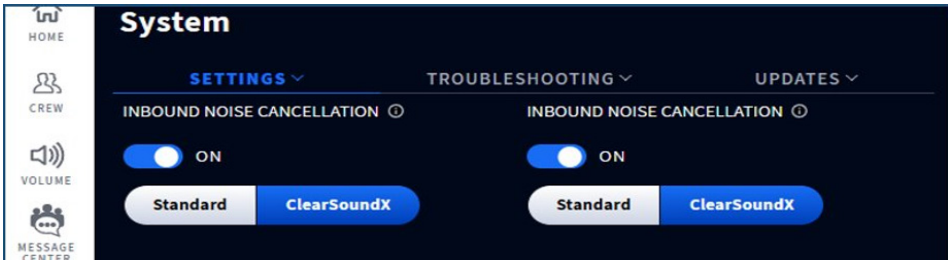


Fig. 5.3

Outbound Noise Cancellation: When on, ClearSound reduces in-store noise from reaching the outside speaker. A quick-service restaurant can produce unwanted sounds from kitchen equipment and appliances used in food preparation. These sounds can sometimes be picked up by the headset's microphone and potentially heard by the customer. Outbound Noise Cancellation distinguishes the human voice from in-store noise, filtering the audio so that only the Order Taker's voice is heard clearly by the customer.

Ext. Speaker: If an external speaker is connected and functioning properly, you can enable it here. Otherwise, leave this switch in the OFF position.

Network: This provides protocol information about your network connection.

DHCP (Dynamic Host Configuration Protocol) allows a network administrator to manage and distribute IP addresses from a central point. When the DHCP switch is ON, the system automatically populates the required fields.

IP ADDRESS (Internet Protocol Address): A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate with each other on a computer network.

SUBNET: Splits the network into a series of subgroups or subnets to speed up the delivery of data by the routers.

GATEWAY: A device (usually a router) that connects one or more computers on a network to other networks.

DNS (Domain Name System) is a directory of domain names with translated Internet Protocol (IP) addresses. When the DNS switch is ON, the system automatically populates the required fields.

MAC Address: This is a unique identifier assigned to your system for use as a network address in communications within a network segment.

Voice Commands: When enabled, this feature lets headset users operate their headset with audible commands instead of having to touch the headset keypad. Toggle the switch to ON to enable. The available voice commands are explained under headsets, see "Voice Commands" on page 9. Voice commands are not available with NEXEO | Core. To upgrade, see "System Tiers" on page 41. Voice Commands must also be enabled to use the Text & Connect feature. See "Text & Connect" on page 55.

Additional Positions: This page offers a range of positions to choose from that best suit the configuration of your store. You can choose up to five additional positions. Just tap or click on a position tile to select it. When finished, save your selection (the Save button only becomes active after selecting at least one position, see Fig. 5.4). This selection will then appear in the **Select your Positions** dialog box. See **Select your Positions** under "Getting Started with Pairing and Log In" on page 12.

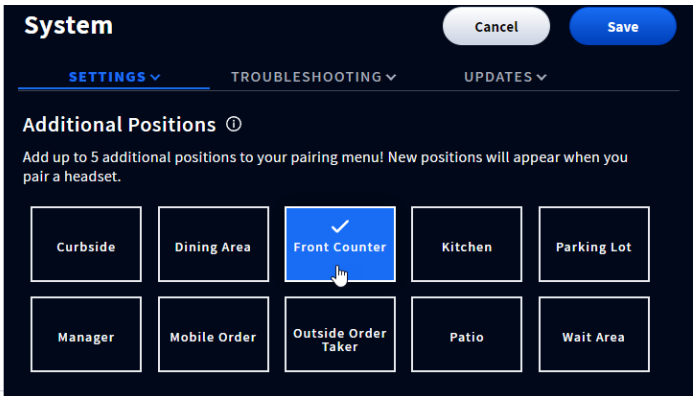


Fig. 5.4

Remote Transceiver: Provides feedback on which channels are in use. Channel A is the primary channel, with channel B being the secondary channel. You can use the More icon at the end of the Remote Transceiver row to scan or reset the transceiver.

Detectors: This allows you to adjust your detectors for a given lane.

Detection: When Normal is selected, it refers to the standard detection mode of operation. When a vehicle arrives at a detection point in a lane, a vehicle alert tone is heard in headsets, followed by inbound audio from the outside speaker.

When Override is pressed, the microphone at the menu ordering point remains on continuously, and no arrival tones are issued when a vehicle arrives at the detection point.

Detection Sensitivity: Set to a low value if you are experiencing ghost cars. Ghost cars are detection anomalies that occur when a vehicle is detected at one detection point but not detected at another. However, a lower detection threshold corresponds to slower detection, increasing the risk of small fluctuations resulting in missed detections.

Detection Delay: This delays detection until the vehicle is fully detected on a loop. Increase the value to increase the delay.

Release Sensitivity: This feature correlates to how quickly the vehicle detector circuit signals a vehicle departure. It is recommended that this feature be set to as low as practical.

Set to a low value if multiple detections or dropouts frequently occur (dropouts are when a vehicle is present at the detection point but not detected).

Set to a higher value to compensate for improperly positioned loops where run-ons occur (run-ons are when a vehicle that has departed from a detection point but is still sensed as being present).

Check for dropouts or run-ons first, then set accordingly for optimal operation.

Auto Reset Timeout: When set to “None,” vehicle detection never resets. To reset vehicle detection, select 10 Minutes or 20 Minutes, and it will automatically reset at the selected time.

Diagnostic Mode: Under normal operation, leave this switch OFF. This is a troubleshooting feature. Turning it ON suspends actual vehicle detection but simulates a vehicle arrival every 10 seconds.

Log Frequency: Select how often you want drive-thru events logged on a daily or weekly basis.

Telephone Interface: This option requires installing TI7000 hardware to connect the store telephone to the base station. It allows one headset to be designated to receive incoming phone calls if the store

telephone is not answered. Toggle the switch to ON to enable this option (the TI7000 module also has an ON/OFF switch, which must be turned on). If necessary, volumes can also be adjusted here using the two sliders. The headset used to receive phone calls must also be assigned to do so; see the **Select Your Position** dialog under “Getting Started with Pairing and Log In” on page 12. Use the sliders to adjust the incoming or outgoing volumes; 10 is the default value (Fig. 5.5).

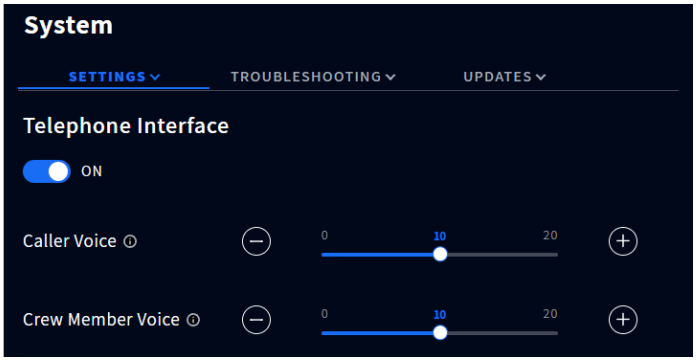


Fig. 5.5

Snapshots: This provides you with a backup of your data settings or custom configurations, such as your last software update, your most recent installer, or factory activity. Such configuration snapshots can help the installer/manager restore a system to a previous custom setup if the configuration is somehow lost or reset. Snapshots can also be used to configure multiple stores to the same parameters. For more information on snapshots and managing snapshots through the HME CLOUD, please consult the how-to instructional guide: ***Create and apply NEXEO | HDX Alerts Settings Snapshots***, found online in the Supporting Documents Library of HME’s Training Portal (under HME CLOUD®). Visit the library using this link: https://www.hme.com/training/supportingdocuments/?lng=1

User Snapshot: After the installer configures the system, if the manager decides to change some system settings, they can create a user backup of their changes. After making the changes and saving them, tap the Create User Snapshot button and enter a name. A Success prompt follows, and the name of the backup file now appears under User Snapshot>NAME on the screen. Tap the More icon at the end of the row to Edit, Restore, or Delete. The Restore option is the one you would use to apply your settings if they were somehow lost, changed, or corrupted.

Auto Snapshots: These can be either automatic or factory. Automatic snapshots are created after an update, while factory snapshots are the initial factory-default settings. These types of snapshots cannot be edited or deleted. Restore is the only option available to return your NEXEO configuration to either an automatic snapshot or a factory snapshot.

Maintenance Schedule: This option allows you to schedule weekly or biweekly reboots for your system. These schedules reset your system, clearing it of unnecessary data that may have accumulated over time and affecting optimal performance. Toggle the **Restart Schedule ON**, then select **TIME**, **DAY**, and **RECURRENCE** for when you’d like this maintenance to occur. Since reboots can take several minutes, it is best to schedule maintenance during closed hours or during the slowest periods if your store operates 24/7.

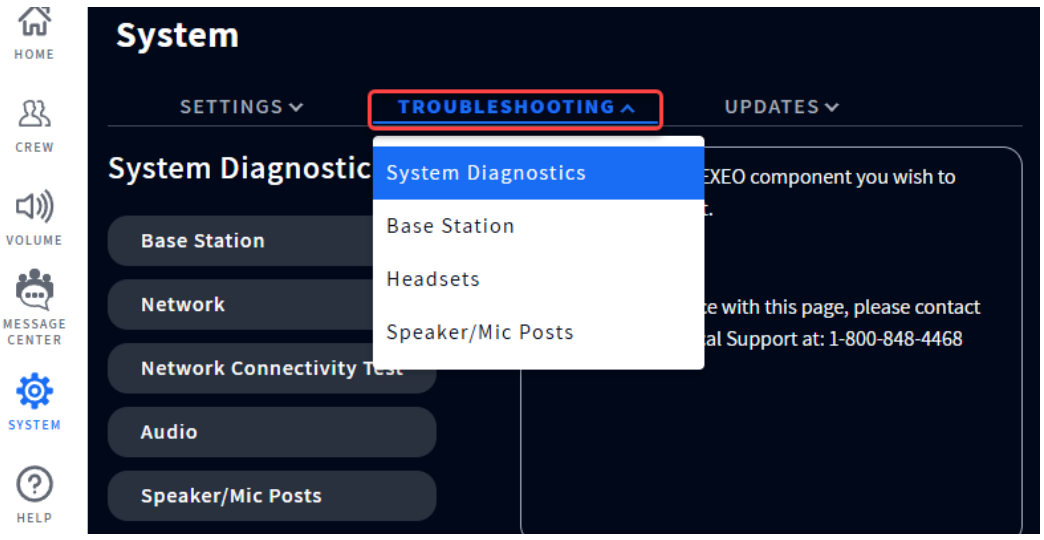
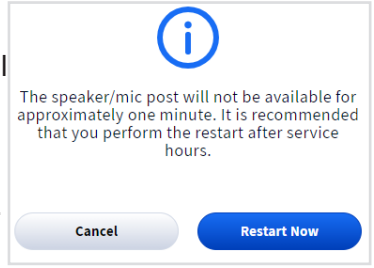


Fig. 5.6

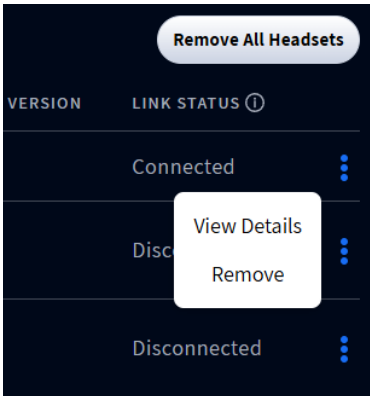
What is this screen for? Tap on the **TROUBLESHOOTING** tab. This screen provides system and component information to help you troubleshoot when issues arise. From the drop-down list, select the option you wish to view. The information below covers the options in the drop-down list in Fig. 5.6.

System Diagnostics: Provides a breakdown of your system components and feedback on its health. Click on Base Station, Network, Audio, Speaker/Mic Posts, or VAIO for details. See Fig. 5.7 - 5.13 under “System Diagnostics continued.”

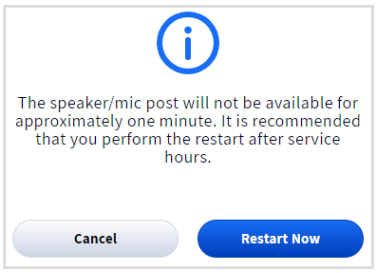
Base Station: Provides a profile of your base station, including the serial number and firmware version. You can also restart the base station from here without disconnecting and reconnecting power. Press the “Restart Base Station” button, and this prompt appears, suggesting doing this after service hours since the system may take several minutes to reboot.



Headsets: This lists all headsets associated with the base station. They are either connected (on) or disconnected (off). Click the More icon at the end of the row, then select “View Details” to see additional details for any listed headset. If “Remove” is selected from this menu, the headset is removed from the base station. A prompt will appear asking you to confirm. This feature is useful when a headset is no longer in use; it helps keep your listed headsets current and uncluttered. If a removed headset is reintroduced, it will need to be paired again for the system to recognize it. The “Remove All Headsets” button removes all the listed headsets from the system. This will also initiate a system reboot, which can take several minutes. All headsets reintroduced will need to be paired with the system again to be used.



Speaker/Mic Posts: This provides a profile of your Speaker/Mic Posts, including the serial number and firmware version. The Restart Lane button reboots these components without disconnecting and reconnecting power. When you press the Restart Lane button, a prompt appears suggesting doing this after service hours since the system may take several minutes to reboot. The “Reset” button is not active and is reserved for use by the installer. The tooltip to the right of the “Reset” button asks you to call Technical Support at the listed number if you need to activate this button.



System Diagnostics continued: Fig. 5.7-5.13 gives you a preview of all six screens when each component option listed under System Diagnostics in Fig. 5.6 is selected (i.e., Base Station, Network, Network Connectivity Test, Audio, Speaker/Mic Posts, and VAIO).

This diagnostics section provides Technical Support with useful information when issues occur. They can connect to your system remotely and isolate the issue. It is also useful if you lose your network connection, and Technical Support cannot connect to your device remotely. They can walk you through accessing this troubleshooting section and have you verify certain parameters or data they cannot see. This will also help them better understand the issue and provide you with the best solution to resolve it.

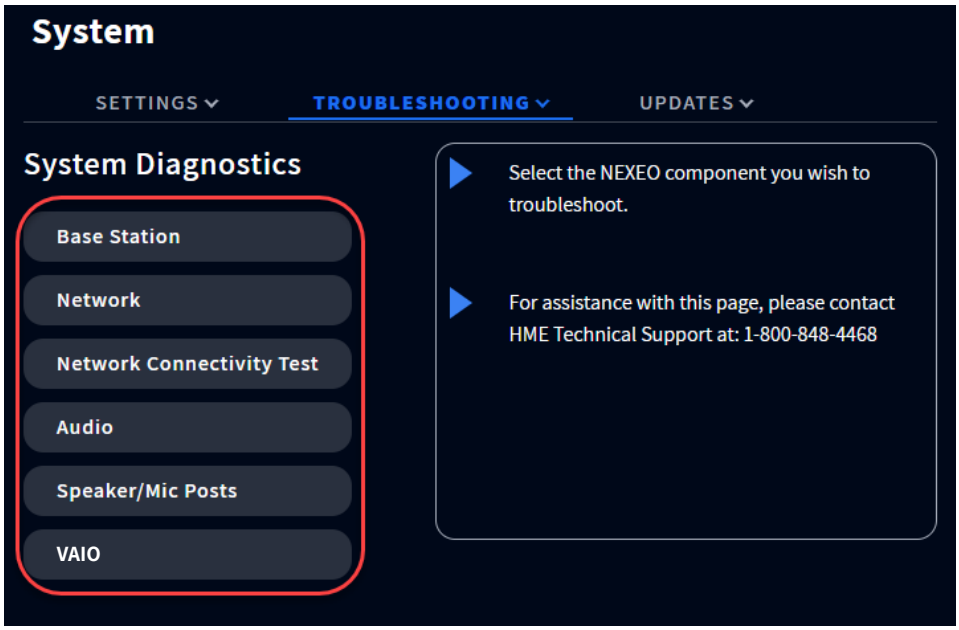


Fig. 5.7

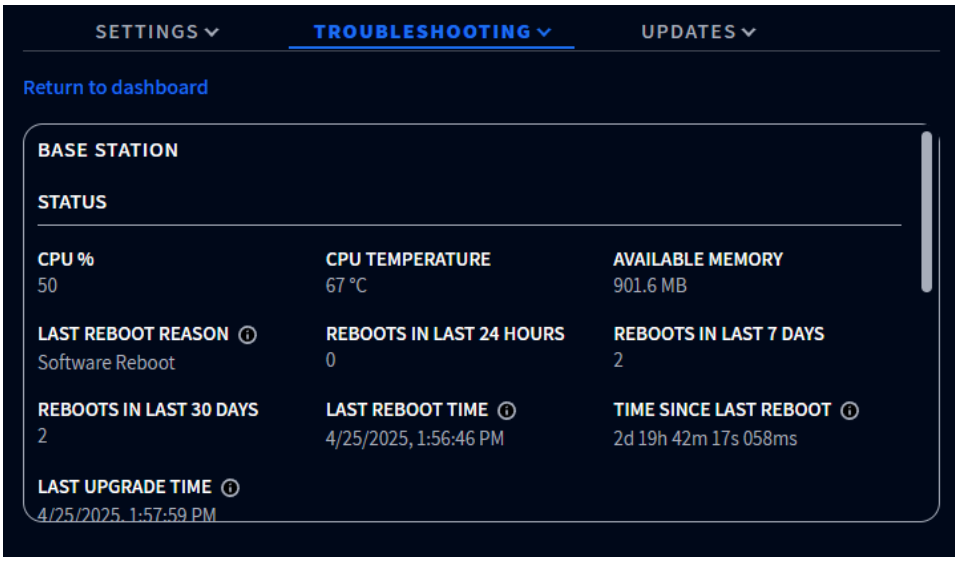


Fig. 5.8

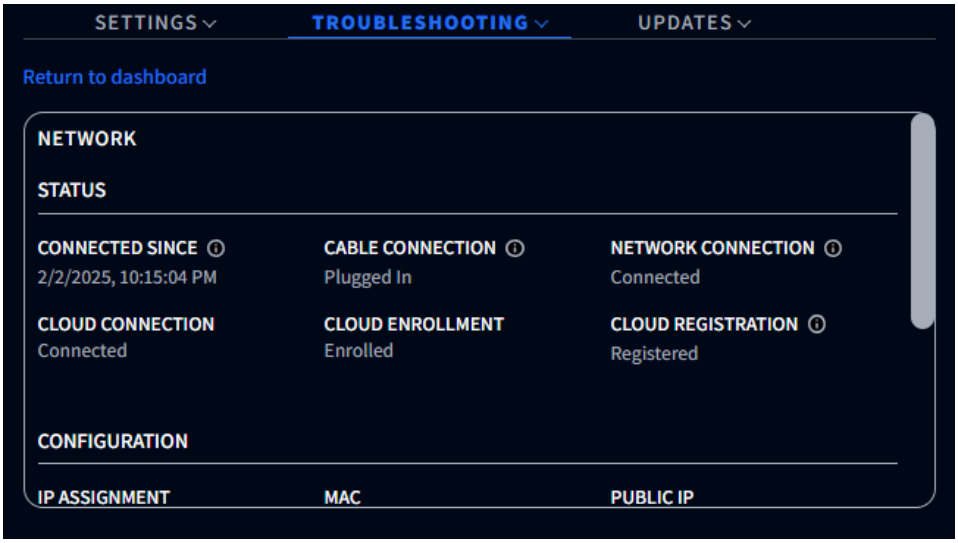


Fig. 5.9

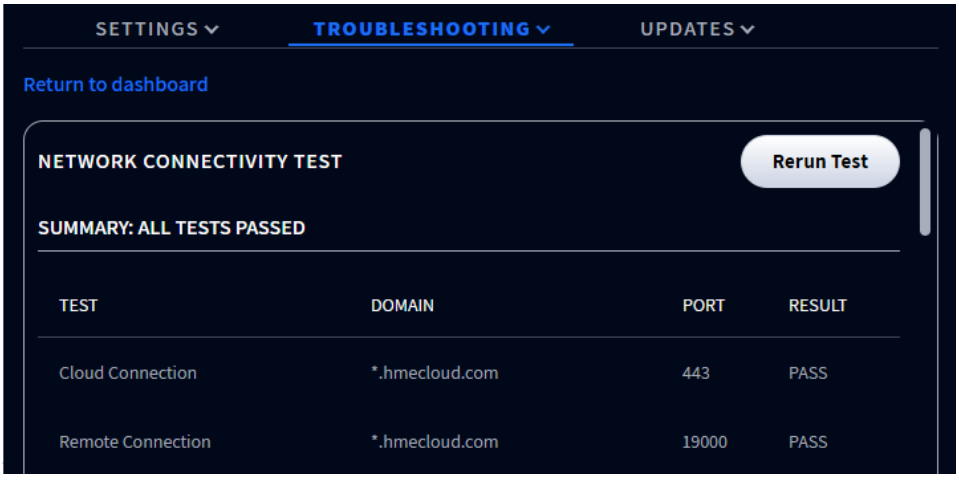


Fig. 5.10

Fig. 5.11

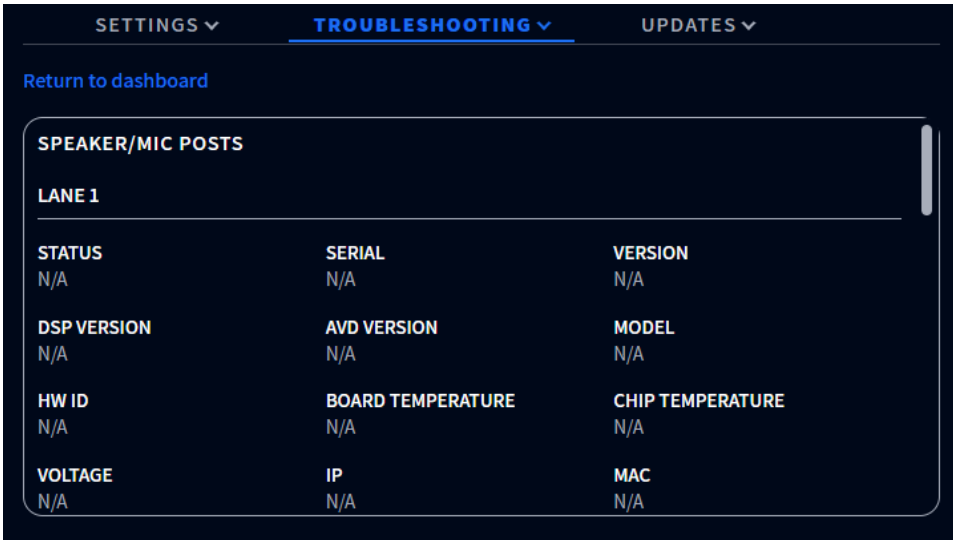


Fig. 5.12

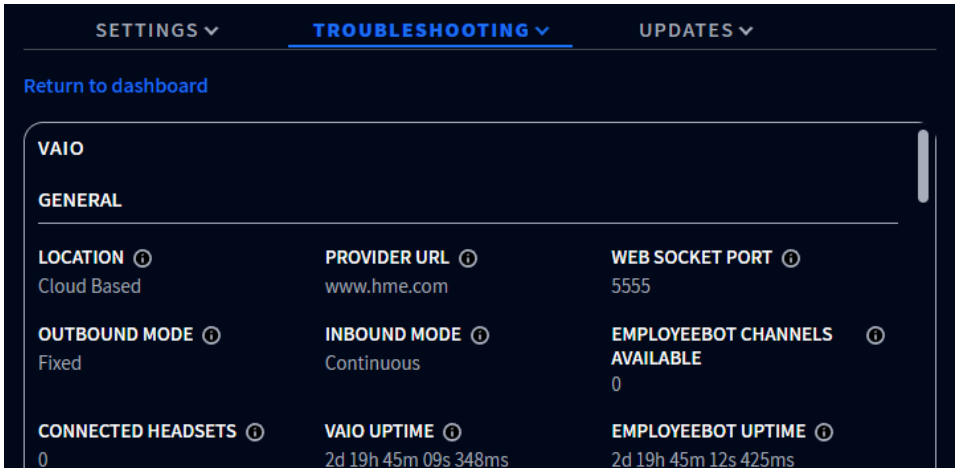


Fig. 5.13

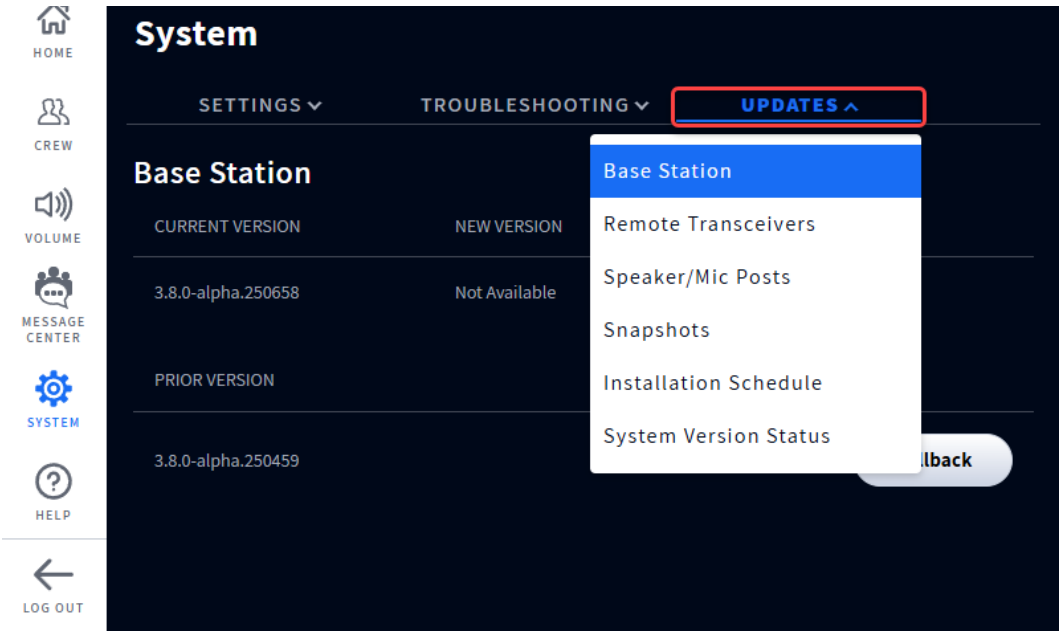


Fig. 5.14

What is this screen for? Tap on the **UPDATES** tab. This screen displays system updates when new firmware versions become available for system components (i.e., the Base Station, Remote Transceivers, and Speaker/Mic Posts). From the drop-down list, select the option you wish to view. Your current firmware version is listed here, and if a newer version is available, it will be listed here as well. The system notifies you when a new version is available. See “Firmware Updates” on page 45.

Snapshots: These are snapshots created and stored in the HME CLOUD. They can be applied to multiple stores or to new installations that require the same configuration as other existing stores in a franchise.

Installation Schedule: This option lets you schedule when you want to download and install the latest updates. Updates can take several minutes to complete, and during this time, your system will be unavailable. It is, therefore, recommended that you schedule these updates after store hours or during the slowest business hours if your store is always open. Fig. 5.15 shows the installation schedule is set to take place at 5 AM on a Monday. Any new update will therefore always be updated at this time and on this day. Multiple days can also be selected, allowing an installation to be postponed to another day of your choosing.

The installation Schedule can also be set in the HME CLOUD and fixed so it cannot be modified via the base station. As a result, a screen like the one in Fig. 5.16 will be displayed. In this example, the installation schedule is set for 10:00 AM on Mondays, Wednesdays, and Thursdays.

Once a schedule is set, a prompt (see Fig. 5.17) will appear onscreen approximately fifteen minutes beforehand notifying you of the upcoming installation. This prompt is also audible and sent to the headsets in use. If you wish to postpone the installation, click/tap the Postpone button in the prompt dialog. This action postpones the scheduled installation until the next scheduled time. For

example, in Fig. 5.15, there are three scheduled days: Monday, Wednesday, and Thursday at 10:00 AM. If you postpone the scheduled time to Monday, the system will then reschedule the installation to Wednesday at 10:00 AM. You can postpone up to three times, which are also recorded in the prompt dialog. For example, Fig. 5.16 shows 3 postponements remaining. If the Postpone button is clicked/tapped, the next time it appears, it will show that 2 postponements remain.

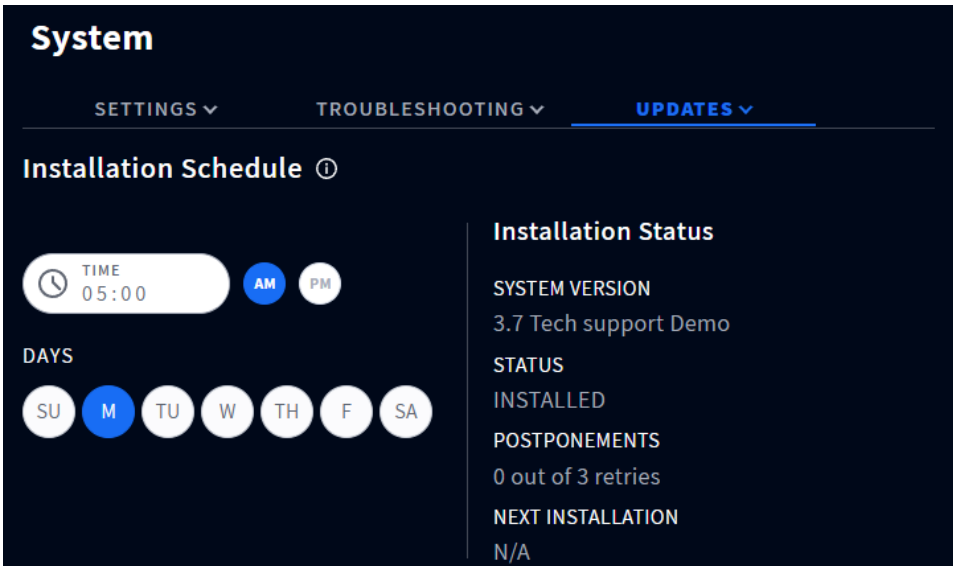


Fig. 5.15

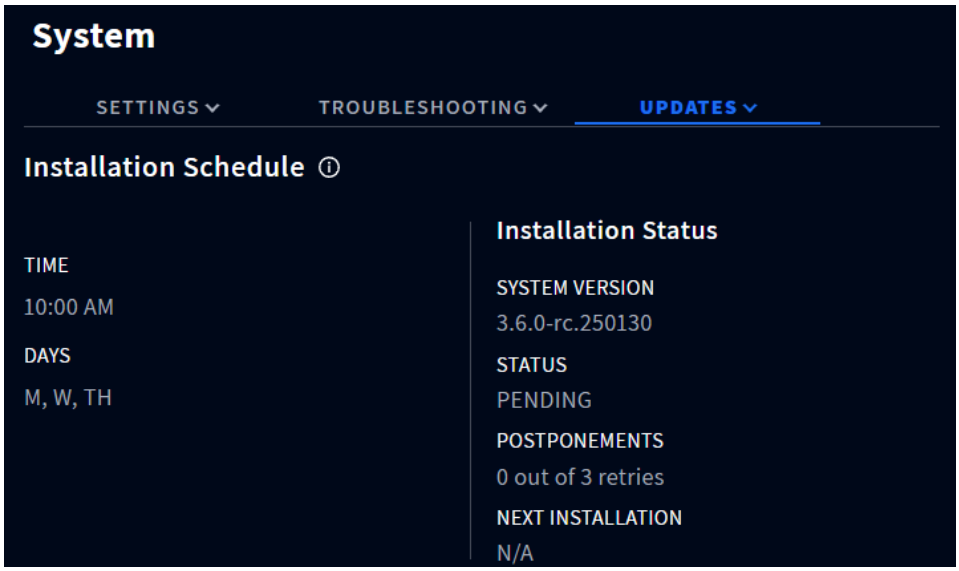


Fig. 5.16

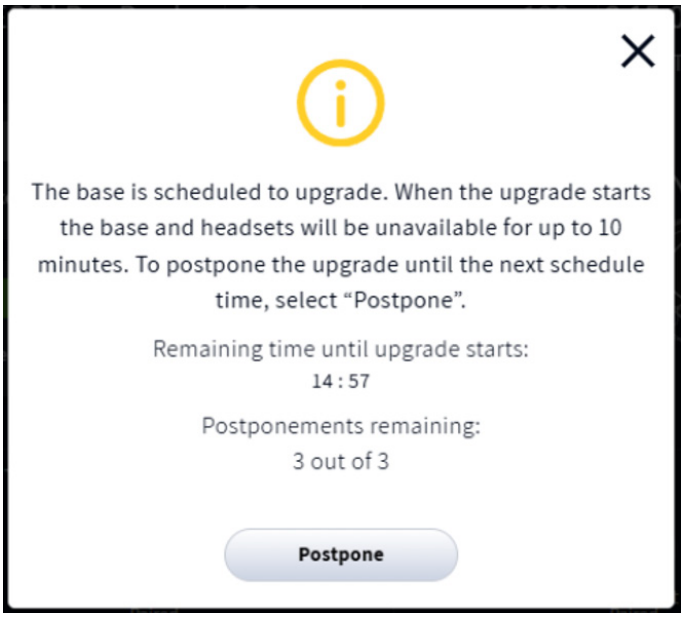


Fig. 5.17

System Version Status: This screen provides you with a complete overview of your system’s firmware version and updates. Some updates might involve several components. For example, an update might include updates to both the Base Station and Remote Transceiver. Those two updated system components will therefore be listed in the Device Type column under Device Status.

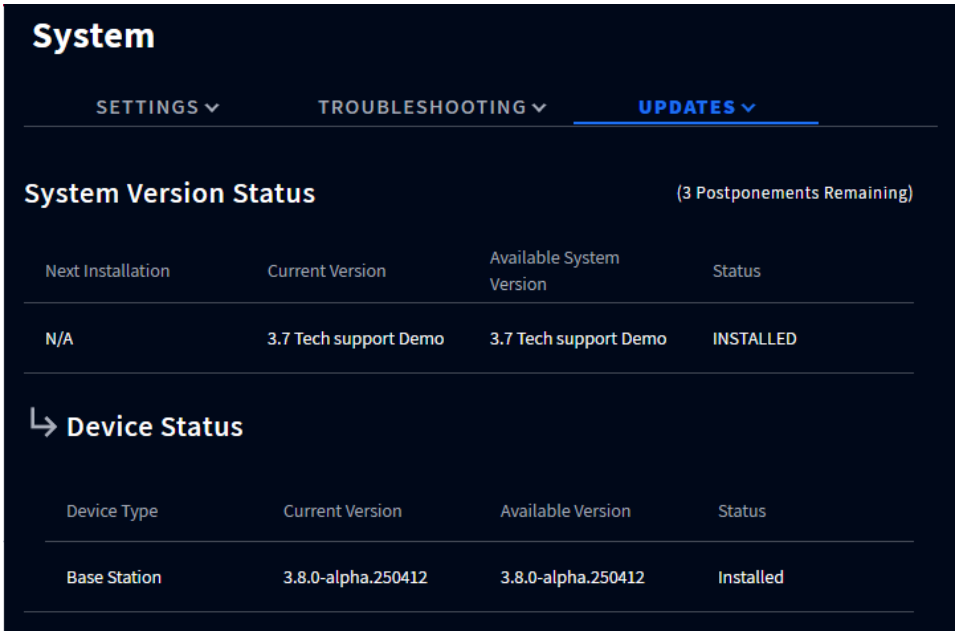


Fig. 5.18

Chapter 6 - Help

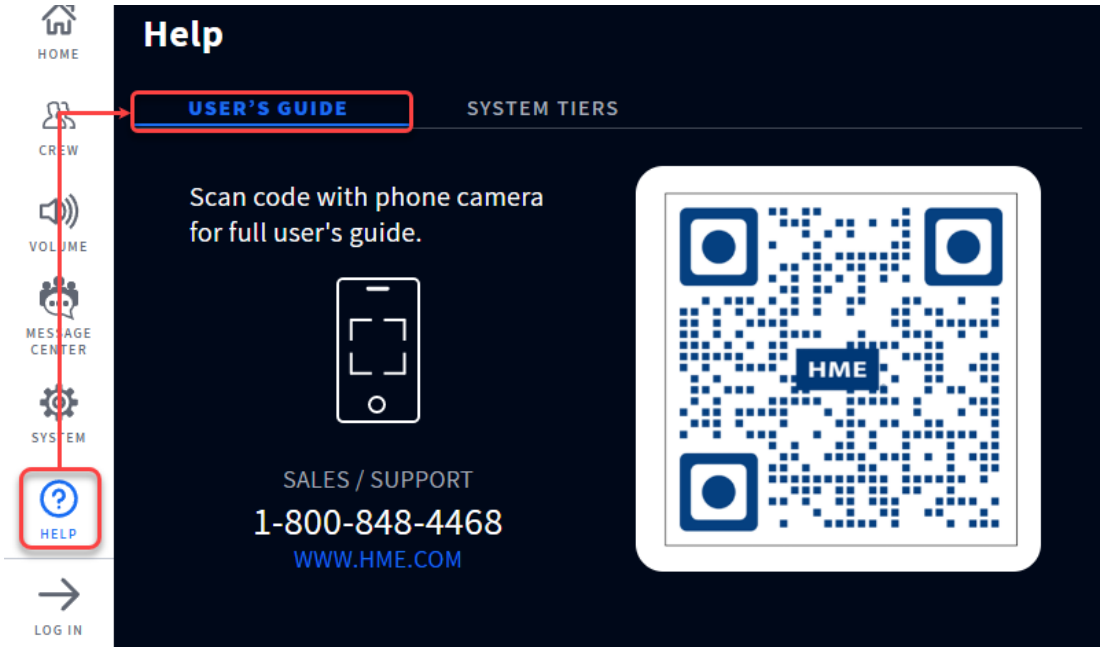


Fig. 6.1

What is this screen for? If you have questions concerning your system, you may find the answer by scanning the QR code on the back page with a smartphone camera. This lands you on the User Manual's page of HME Support. NEXEO guides are located under NEXEO | HDX and can also be accessed by 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
The training portal is a knowledge center that offers training and instruction on a range of topics to address specific needs. Some training videos and publications require you to set up a free HME CLOUD account in order to view.

HME Technical Support: If the help provided in this section is not sufficient, please contact our Technical Support team at support@hme.com or call us at 1-800-848-4468. As a valued customer, we are here to help you have the best experience with your product; your success is our success!

System Tiers

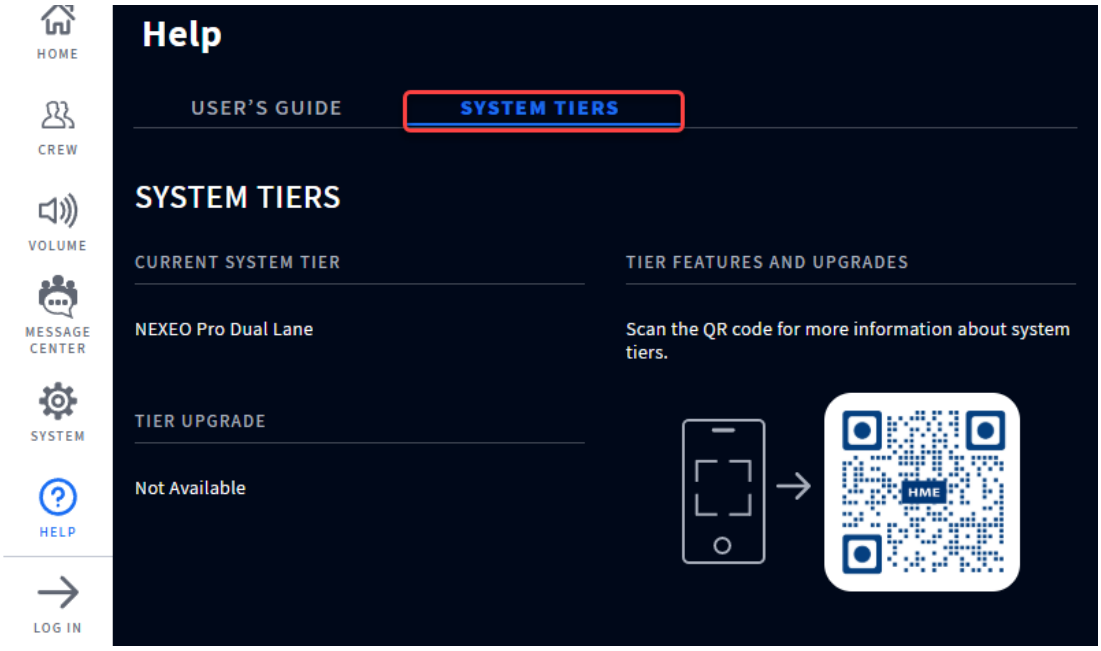


Fig. 6.2

What is this screen for? It tells you what service tier you have. Use the QR code to find out more about service tiers. If you decide to purchase a service upgrade, a red exclamation icon appears next to the SYSTEM TIERS tab. The blue "Install Upgrade" button will also appear. See Fig. 6.3. Tap/click on the button to install. The upgrade may take up to 10 minutes to install, so it is recommended that the installation be performed after hours or during slow business times.

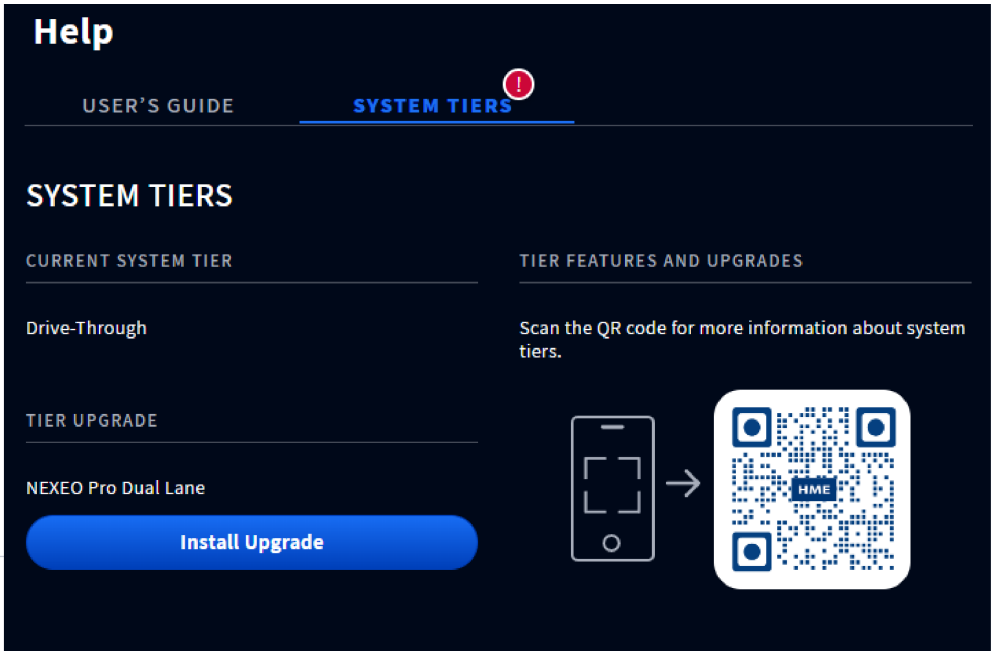


Fig. 6.3

Troubleshooting

Problem	Solution
The Base Station is off (blank screen)	The Base Station does not have a power on/off button; it turns on automatically once it is plugged into a live wall outlet. Verify the power adapter is plugged into a live wall outlet. Verify the power cable is properly terminated to J1 on the Base Station PCBA and that there is power from the power adapter to this end of the cable (illuminated LEDs on the PCBA indicate there is power to the base station).
The Base Station is on but not responsive to certain actions The entire HOME screen is not responsive to touch	Log in to the base station, go to SYSTEM, click on the troubleshooting tab, select from the menu, and try restarting the component that is not responsive. Restarts can take several minutes to complete. Try a hard reset by unplugging the power cord from the wall outlet. Wait a few seconds and then reconnect power. Reboots can take several minutes to complete.
The headset does not power on	Verify the BAT70 battery is fully charged and not dead (verify charge status using the AC70) Verify the BAT70 battery is inserted correctly and properly docked (you should hear an audible click when it is properly inserted and securely seated). Verify the Power button depresses when pressed. Verify that the battery contacts in the headset battery holder and on the battery are clean and free of debris. Verify the battery is the correct type (only HME BAT70 batteries are valid; the battery is labeled on the back),
The headset does not pair	Verify the headset has a sufficiently charged battery and that the headset is powered on (the headset status LED illuminates). Hold the headset steady, centered, flush against the headset pairing ring. Movement and proximity can cause pairing failures.
The headset has no sound	Verify the headset is on and paired. Verify the headset is within range of the transceiver. Press and hold the volume up button on the headset keypad. An audible beep becomes louder as volume increases.
Headset communication is choppy or drops off	Headsets have an effective range. Move the headset to within range of the transceiver. Also, verify headset has a charged battery. Large objects can also disrupt signal propagation. Try moving to a different location or within line of sight of the transceiver.
Headset Battery will not charge	Verify the charger is plugged in and on (port status LED is illuminated). Verify the battery is the correct type (BAT70). Verify the battery is docked correctly in the charging port (the battery is keyed, so it can only be inserted one way. It should not be forced into the charging port). Verify the battery and charger contacts are clean and free from debris, contaminants, or obstructions. Verify the battery is not dead. Batteries have a lifespan. They will eventually die and will need to be replaced. The Base Station monitors battery charge cycles and informs you when to replace a battery.

Additional Troubleshooting

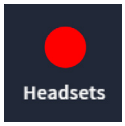
If your system malfunctions, a red indicator on the HOME screen will alert you to where the problem is (see color-code definitions below). If it cannot be fixed via the HOME screen, try resetting the system component in question via the Base Station. For example, if the problem is the Speaker/Mic Posts:

1. Select SYSTEM from the sidebar menu.
2. Log in to the system.
3. Select the TROUBLESHOOTING tab.
4. Choose Speaker/Mic Posts from the drop-down list.
5. Tap the Restart Speaker/Mic Post button, then follow the prompts to reset.

Or, try resetting the system:

1. Select SYSTEM from the sidebar menu.
2. Log in to the system.
3. Select the TROUBLESHOOTING tab.
4. Choose Base Station from the drop-down list.
5. Tap the Restart Base Station button, then follow the prompts to reset.

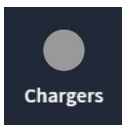
Electrical Power Outage: If your system fails to function properly after an electrical power outage, power it off by unplugging the AC power adapter from its power outlet. Wait a few seconds, then plug it back in and power the system back on.



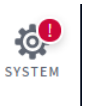
A red indicator like this one doesn't always indicate a failure. It may indicate that the feature/component is offline, inactive, or that something else requires corrective action. In this example, no headsets are detected; a headset must be turned on and paired for this marker to turn green. Tapping on the indicator will also reveal more details.

A red indicator like this one indicates a critical system failure and requires immediate attention. In this example, the Transceiver has failed, which may be due to a disconnected or failed Ethernet cable or a power loss. The system cannot function in this condition until the failure is resolved.

A yellow indicator indicates an intermediate or transitional state, such as scanning or an alert. When the Base Station is turned on, reset, or receives an upgrade, the transceiver indicator initially turns yellow as it scans the area for available channels, then turns green. This can take a few minutes.



A gray indicator like this one indicates that no AC70 Smart Battery Charger is detected. Plug in the AC70 and position it within 10 feet (3 m) of the Base Station for it to turn green. Note: this indicator is not red because the AC70 can function independently and does not require a Base Station connection to be functional.



A red exclamation icon like this indicates a new firmware update is available.

A red banner like this is a prompt requiring attention. This banner contains the path to the feature or field requiring attention. In this example, you are asked to go to the SETTINGS tab of the **SYSTEMS** page. “Lane Setup” is found in the SETTINGS drop-down list. Once there, you will notice that the SPEAKER SELECTION field prompts you to “Select One.” For a single lane, there is only one entry to choose from, so select this entry. The Save button appears, click Save, and the speaker/Mic post is now assigned to the lane. The red banner on the Home page disappears.

If you cannot resolve problems with the information presented here, please contact HME Technical Support at 1-800-848-4468.

Firmware Updates

Red Exclamation icons like the one next to the SYSTEM icon in Fig. 6.4 indicate that a feature or component requires attention, such as a firmware update. Updates may include bug fixes, improvements, or additional features and should be kept up to date for optimal performance.

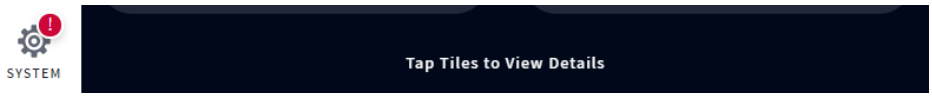


Fig. 6.4

1. Log in (see "Log In" on page 15) to proceed to the SYSTEM screen. The Red Exclamation Mark is now also visible next to the UPDATES tab.
2. Tap on the UPDATES tab. In this example, the Base Station option requires attention. See Fig. 6.5.

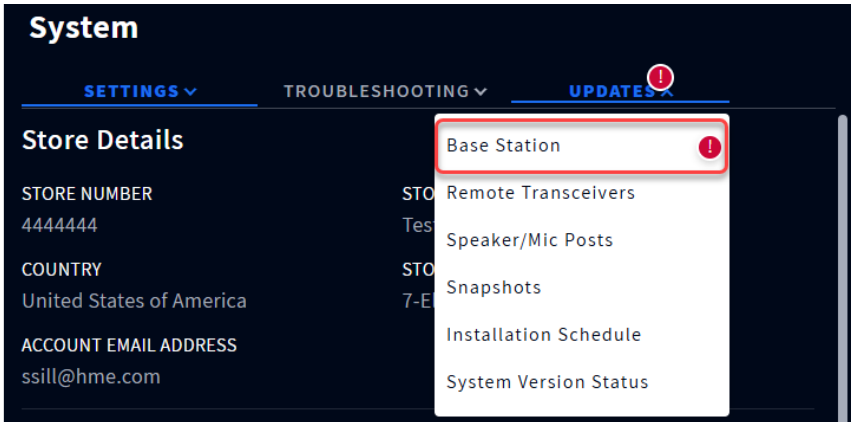


Fig. 6.5

3. Select Base Station from the drop-down list
4. Tap the Update button that appears on the right. See Fig. 6.6.

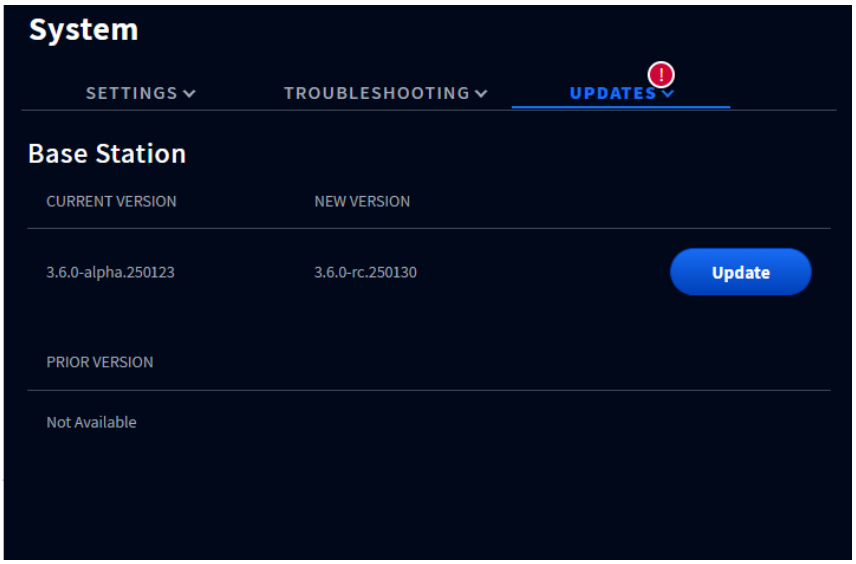


Fig. 6.6

5. A prompt appears (Fig. 6.7) informing you that the update will interrupt the use of the base station and headset and takes up to 15 minutes to update. Tap/click the “Update Now” button to continue. The update begins and provides a progress status. The red exclamation mark also disappears. Or, tap Cancel if you decide to update at another time, perhaps after hours or during slower business hours.

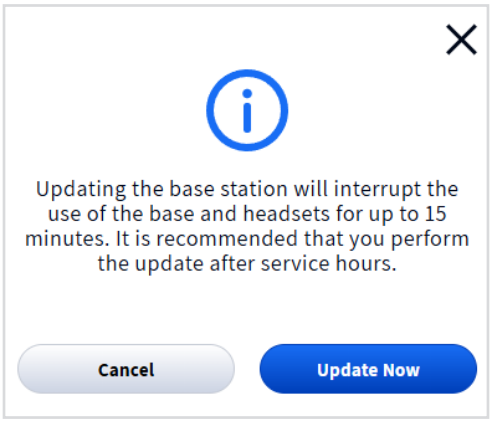


Fig. 6.7

Glossary of Terms

Attenuation: Attenuation is a telecommunications term that refers to a reduction in signal strength commonly occurring while transmitting analog or digital signals over long distances. Attenuation is historically measured in dB, but it can also be measured in terms of voltage.

AOT (Automated Order Taking): Is a brand-specific AI ordering system that is synonymous with VAIO. See VAIO definition.

Base Station: This is the central control unit for your system. The Base Station interfaces with all system components, including the Cloud. System features are configured and controlled here; headsets are also paired here.

Bot: An autonomous program on the internet or another network that can interact with systems or users.

ClearSound: This is a patented digital processing technology used to remove background noise from audio transmissions.

ClearSoundX: This is a proprietary AI algorithm that processes audio signals to remove background noise from audio transmissions.

CSV: Comma-Separated Value is a file containing values separated by a delimiter and formatted as a database table.

DHCP: Dynamic Host Configuration Protocol is a network management protocol used on UDP/IP networks. A DHCP server dynamically assigns an IP address and other configuration parameters to each device on a network so they can communicate with other IP networks.

DNS: Domain Name System is the internet's "phonebook," translating human-readable domain names into numeric IP addresses that computers use to identify each other.

Dropout: This is the term used when a vehicle is present at a detection point but not detected by the system.

Ellipsis (More) icon: This icon is represented by three vertical blue dots and indicates there are additional options available when tapped.

Gateway: A device (usually a router) that connects one or more computers on a network to other networks.

Ghost Car/Vehicle: This is the term used when there are detection anomalies that occur when a vehicle is detected at one detection point but not detected at another. There are a few reasons why this can occur; for example, a vehicle drives over a detection point and then leaves the lane before reaching the next detection point or vice versa. Another example is if vehicles are too close together but are

detected as one vehicle. Or if a vehicle moves too quickly across one of several detection points to be detected.

Headset: This is the device worn by your crew members and used for 2-way communication between crew members and customers. The headset consists of an earpiece with button/keypad controls and a wrap-around microphone (boom).

HME CLOUD: This is a remote server used by your system. It allows your system to access and store data via the internet. It also provides access to other systems in your network connected to the HME CLOUD.

IP Address: Internet Protocol Address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate with each other on a network.

MAC Address: A Media Access Control address is a unique identifier assigned to a network interface controller (NIC) for use as a network address in communications within a network segment.

NTP: Network Time Protocol is a networking protocol for clock synchronization between computer systems and is intended to synchronize all participating systems to within a few milliseconds of local standard time or Coordinated Universal Time (UTC).

Pairing: This is an initiation process required to establish a wireless connection between two or more devices, allowing them to find, recognize, and communicate with each other. It pairs a device to the system's control unit; headsets for example, must be paired with the Base Station before they can be used. They need to be paired every time they are put back into service if they have been logged out of the system when not in use.

Registration: This is a one-time function that registers a new device with an existing system. Headsets, when used for the first time, are registered at the base station. This happens automatically with the initial pairing. Once registered, the headset becomes a part of the system, even though they still need to be paired with each use.

Registration Key: This is a unique identifying key generated when a new store is initiated by the sales department. It allows HME products to be linked to a specific store, ensuring easier installations with reduced errors while also enhancing service management.

Radio/Remote Transceiver: This device (RT7000) is the combined radio/antenna system that facilitates wireless communication between headsets and the base station. At least one is required per store, but up to four can be installed to increase coverage for larger premises. A radio transceiver can accommodate ten chat channels and ten private communication channels.

Run-on: This is the term used for a vehicle that has departed from a detection point but is still sensed as being present.

Speaker: These are speakers in addition to the headset speakers, providing another source of audio for inside or outside the store. Speakers are installed externally at menu boards to communicate with

customers and can also be installed inside the store, enabling a manager to address crew members/ employees such as those without headsets.

Static DNS: Is a Domain Name System, a distributed naming system for resources connected to the internet. Static means an assigned constant, non-changeable IP address (as opposed to a Dynamic DNS system).

Subnet: Splits the network into a series of subgroups or subnets to speed up the delivery of data by the routers.

Tooltip: This is a pop-up tip dialog box that provides information or help for a feature, term, link, button, or icon. Hovering over or tapping on the tooltip triggers the tooltip dialog to appear. The tooltip caret points to or is centered on the element it defines.

VAIO (Voice AI Ordering): Is a store-level AI ordering system or feature that uses a bot to take customer orders in the drive-thru so that crew members are available to perform other roles in the restaurant.

Chapter 7 - Voice AI Ordering (VAIO)

> ***NOTE:*** *VAIO is only available for customers with a NEXEO Pro Tier.*
>
> *VAIO also requires a connection with a service provider. Please contact your brand/chain or store administration for further information.*

VAIO (Voice AI Ordering) is a store-level functionality that uses a bot to take customer drive-thru orders, freeing crew members to perform other roles in the restaurant. NEXEO has built-in support for VAIO, enabling seamless integration if a store chooses to implement this technology. NEXEO VAIO support is disabled by default and can only be enabled by an installer.

If VAIO is enabled, the user will notice additional feature-specific messages present in the Message Center. For example, see Fig. 7.1, the last three entries under the MESSAGES tab show how VAIO messages are displayed. These messages are present to support Bot Escalation. These messages cannot be modified as they are critical to the operation of NEXEO with a store VAIO system.

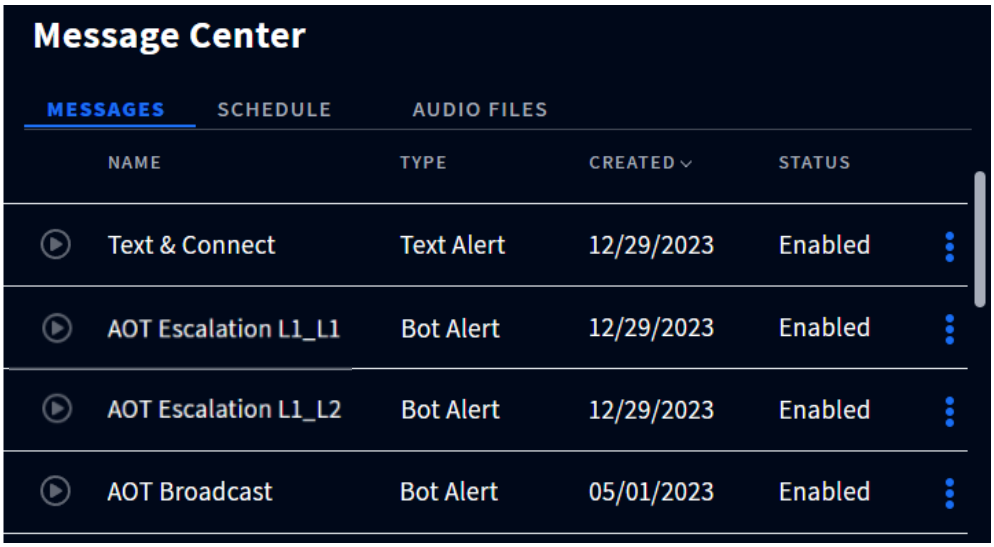


Fig. 7.1

AOT Escalation: When the bot cannot understand a customer's request or the language spoken is not supported, it sends an escalation request to crew members, indicating that assistance is needed. The crew will then touch the appropriate lane on the headset to connect and finish the order.

Crew-Takeover: When a crew member presses lane 1 or 2 on their headset, a crew takeover signal is sent to the bot to indicate that the order will be taken by the crew member.

AOT Broadcast: This is the message the bot uses to send notifications, such as inventory status or operational updates, to the headset. It is enabled by default (if VAIO is enabled). It is played whenever the bot needs to send an audio notification over the headsets, other than an escalation.

If your store uses VAIO and you require assistance using it on your NEXEO | HDX system, please contact HME technical support at 1-800-848-4468.

Chapter 8 - HME CLOUD

The HME CLOUD® provides remote access to your HME systems and data for all of your stores via a computer, tablet, or smartphone. These instructions will help you navigate the HME CLOUD and manage the data within it. The default language is English. To change it, choose an available language from the drop-down list in the LANGUAGE field. HME Technical Support can also access your HME system through the HME CLOUD for additional help with remote troubleshooting, downloading debug information, and upgrades.

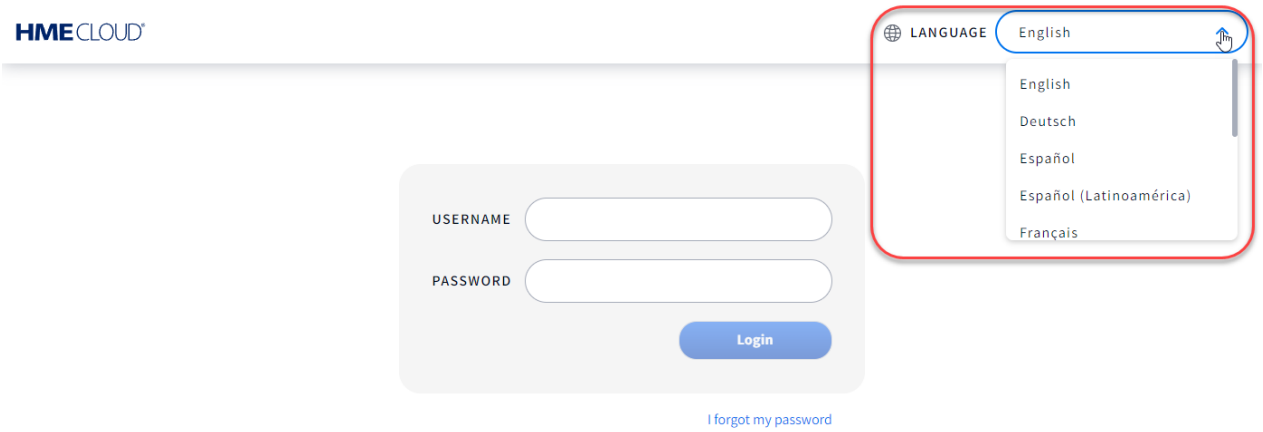


Fig. 8.1

If you have already logged in and need to change the language, click the user image icon in the upper-right corner, then select LANGUAGE from the drop-down list. You can also access your ACCOUNT information, HELP, and LOG OUT from here. Clicking on the HELP opens the Frequently Asked Questions page, which may answer questions not addressed in the HME CLOUD User's Guide/Operating Instructions (Attached to the HELP page).

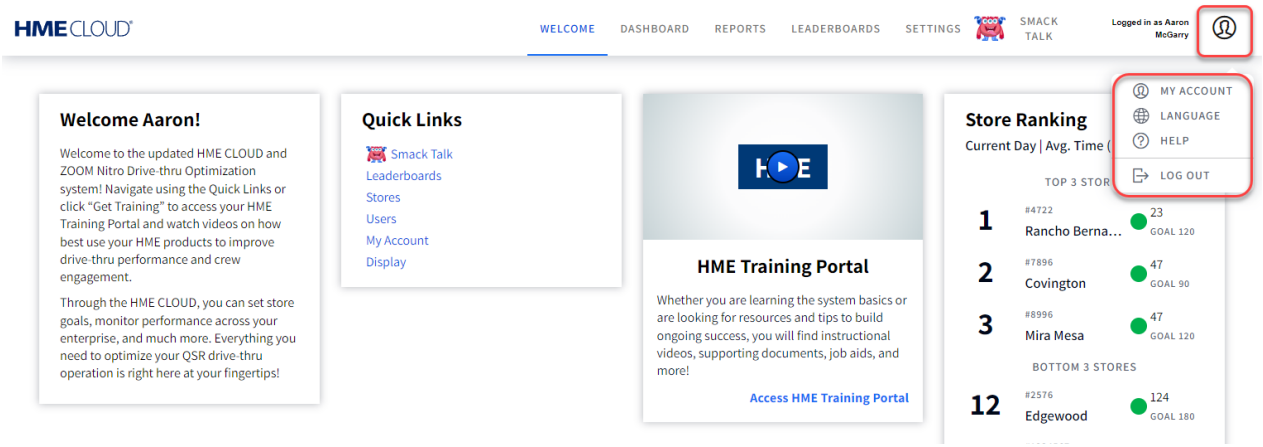


Fig. 8.2

Welcome

Each time you log into the HME CLOUD, you will see the WELCOME page. Note that WELCOME is the highlighted tab on the top menu bar. To continue, click on any of the other topics on the top menu bar or under Quick Links to open. See Fig. 8.3.

To the right of the Quick Links is an access point to the HME Training Portal, which can help you with certain NEXEO features. Click the play button on the HME screen or the blue link at the bottom of the HME Training Portal tile to access the training portal. Then, choose a product you would like to learn more about.

The “Store Ranking” list on the far right of the WELCOME page provides a glimpse of a leaderboard if you are using ZOOM Nitro.

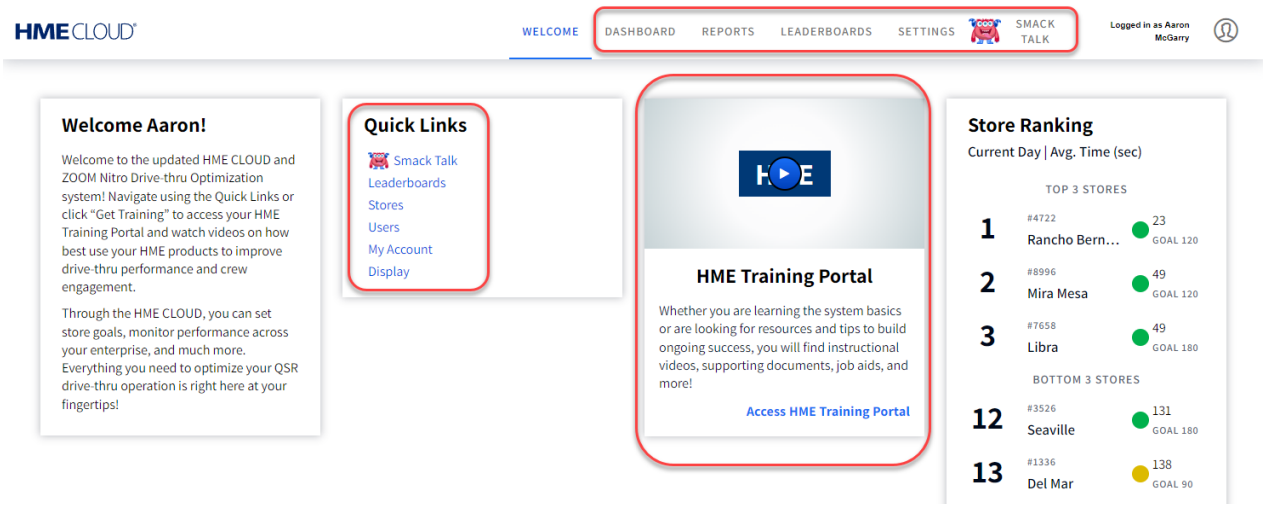


Fig. 8.3

To access your NEXEO Base Station remotely

1. Select SETTINGS from the top menu bar.
2. The SETTINGS page opens and defaults to the STORES tab (Fig. 8.4).
3. Use the search fields to find your device.
4. In the STATUS column on the right of the page, a green dot indicates your device is online. Click on the device to open it.

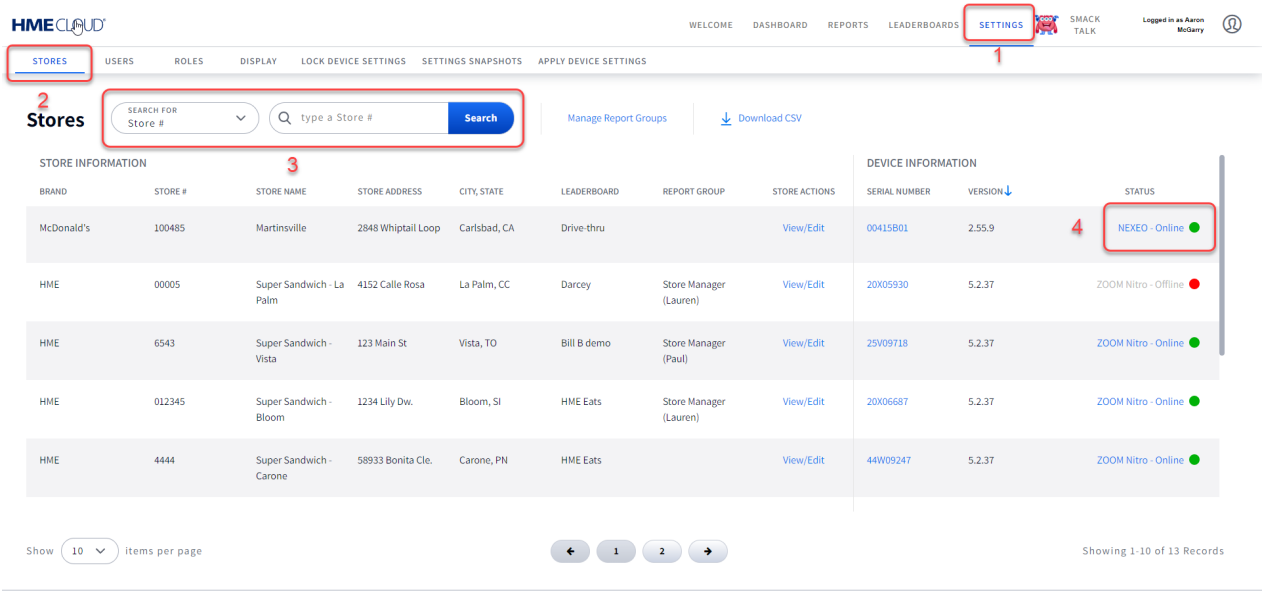


Fig. 8.4

5. A new page will open with your device's HOME screen displayed (Fig. 8.5). You can now log in to your base station remotely and make any necessary changes, such as configuring and customizing settings, recording greeter messages and reminders, applying snapshots, and more.

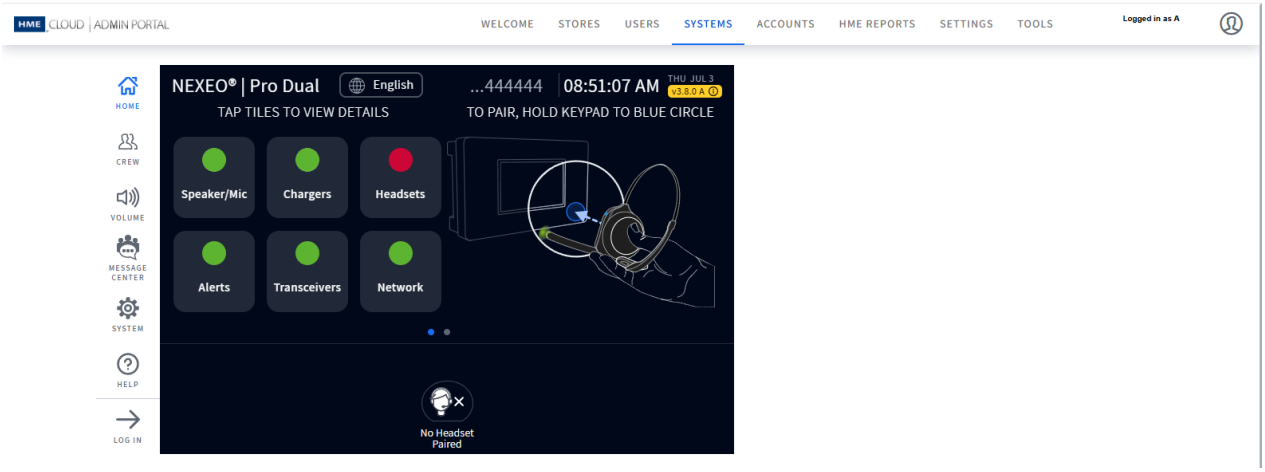


Fig. 8.5

Snapshots

Snapshots let you save your system configuration. For example, your store hours may differ during the summer months. You can create snapshots for different times of the year. This will allow you to change the snapshot each summer without having to manually configure the system each time. It is also a useful feature when you have several stores requiring the same configuration. The snapshot can be applied to multiple base stations at the same time.

Copy or make a note of your device's serial number (found in the Serial Number column; see Figure 8.4). From the SETTINGS menu, select the SETTINGS SNAPSHOT tab. Then click the Create Snapshot button on the right of the page. Before creating a new snapshot, first create a snapshot of your current configuration and give it a unique identifier in the NAME field. For example, in the NAME column of Figure 8.6, one snapshot named "Brianna test" already exists.

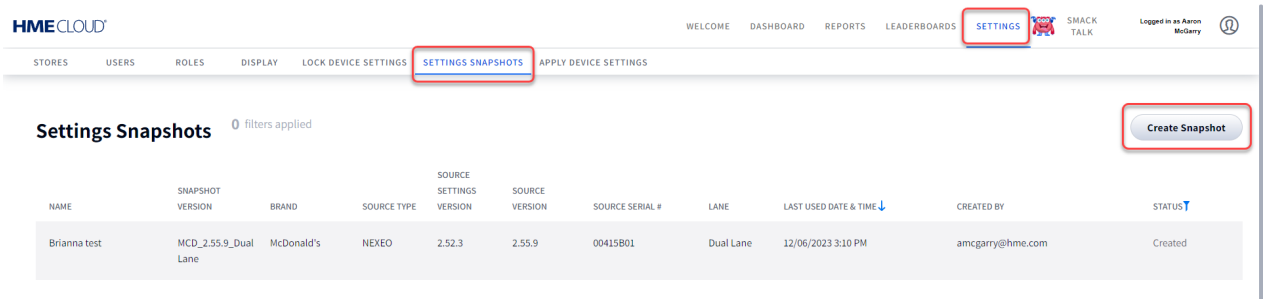


Fig. 8.6

Now, go to your base station and apply the new changes to your configuration. Once you have saved this new configuration, return here and create a new snapshot. Populate the required fields, then click the Create Snapshot button. The Settings Snapshots page will now include a new snapshot.

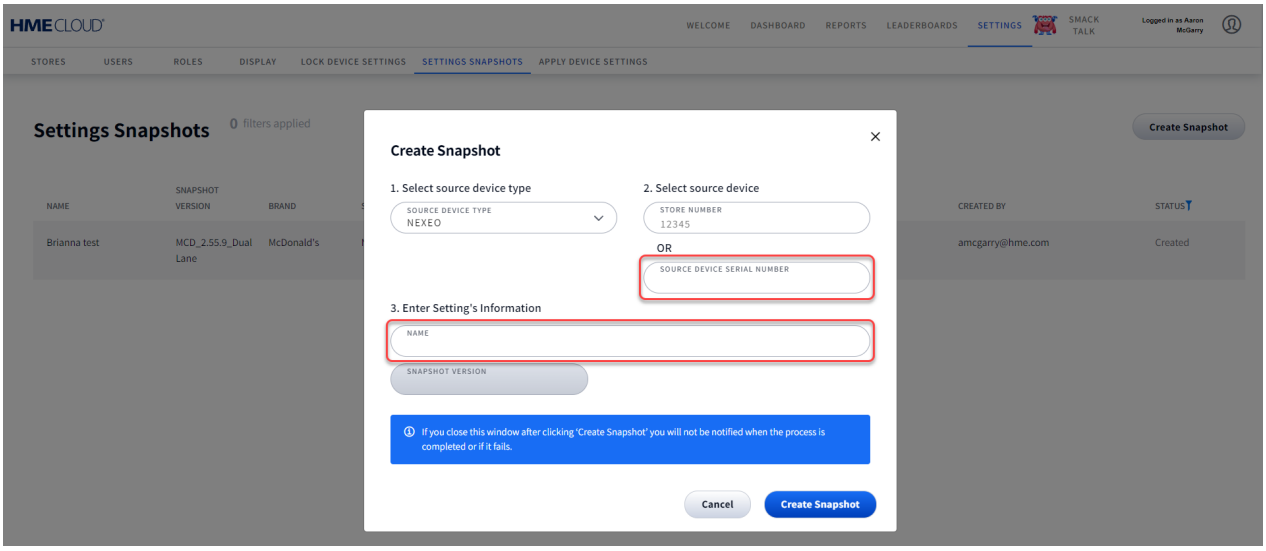


Fig. 8.7

NOTE:	*Snapshots are only stored for six months. You will receive a prompt several days before a snapshot expires. You will need to save and renew it to store it for another six months.*

Text & Connect

Text & Connect lets you use a computer or a smart device to send messages to active NEXEO headsets. The text message is sent via the HME CLOUD portal and converted to an audio message when received by the targeted headset user(s). This feature must meet the following prerequisites:

The NEXEO base station must be online and registered.

The NEXEO base station must have a NEXEO or NEXEO | Pro Tier assignment (i.e., it's not available for NEXEO | Core).

The NEXEO base station version must be 3.3.0 or higher.

The user role must have the "Send Text & Connect" permission enabled via the HME CLOUD.

1. Once Voice Commands have been enabled, "Text & Connect" will appear in the NAME column on the Message Center>Messages page. See Fig. 8.8.

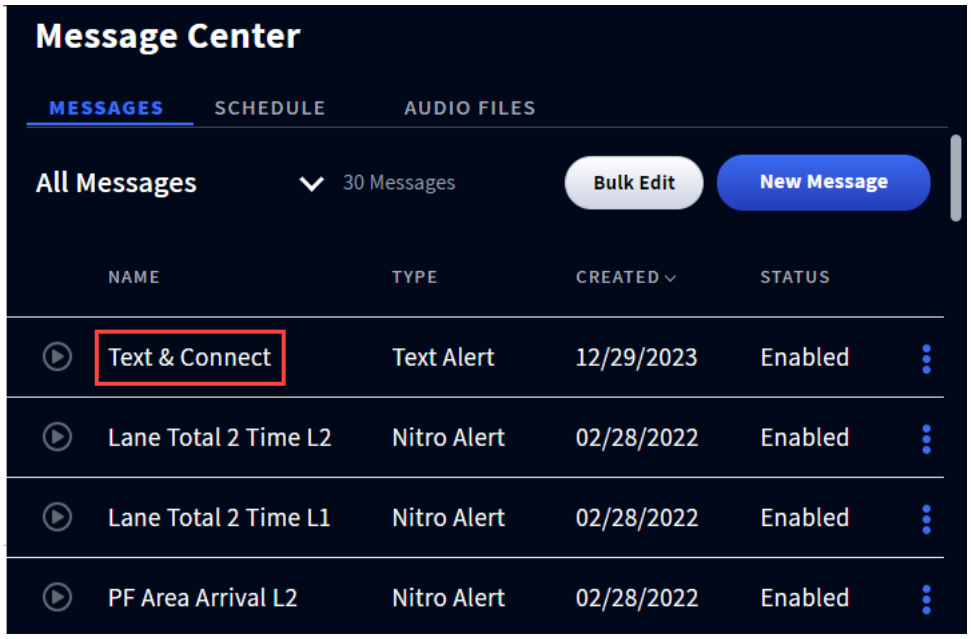


Fig. 8.8

2. Tap the More icon and select Edit Message from the drop-down list (Fig. 8.9).

Fig. 8.9

3. This opens the Edit Text & Connect Message page (Fig. 8.10). Tap the crew positions listed to target a specific group of headset users. The selected positions change to blue. (Tap any blue

selection again to deselect it.)

- For example, Fig. 8.10 shows Drive-Thru 1, Drive-Thru 2, and Crew selected. Only these three headset groups will receive messages sent via the Text & Connect feature.
- If ceiling speakers are installed and connected, they will be listed under Other Destinations. These, too, can be selected independently or with additional positions or destinations.

4. Tap the Save & Complete button in the upper-right corner to save your selection and return to the Messages page. The NEXEO base station is now configured to receive text-to-audio messages from a remote device.

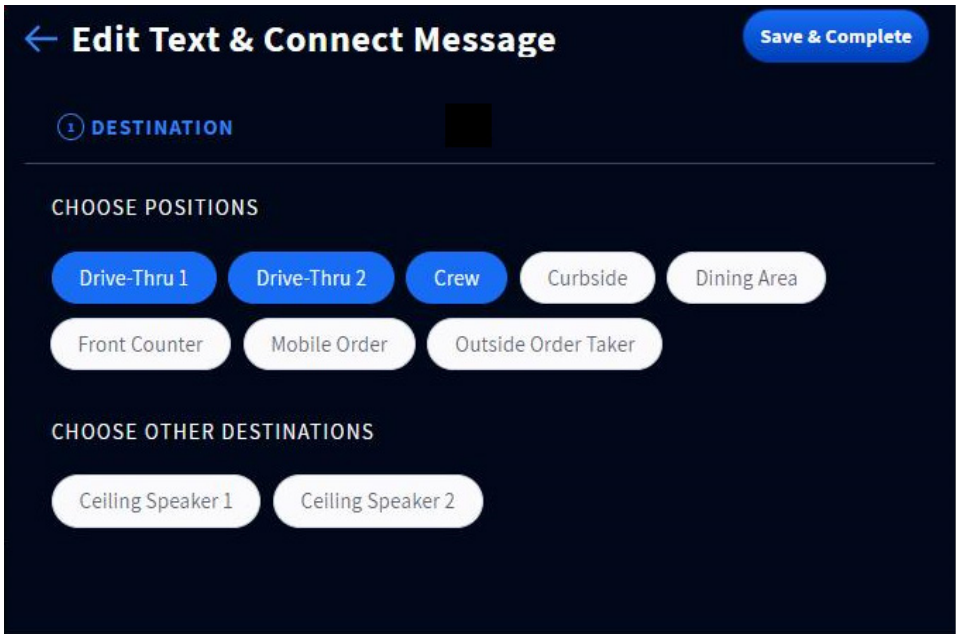


Fig. 8.10

5. On a computer or smart device, go to HME CLOUD and log in using your account credentials.

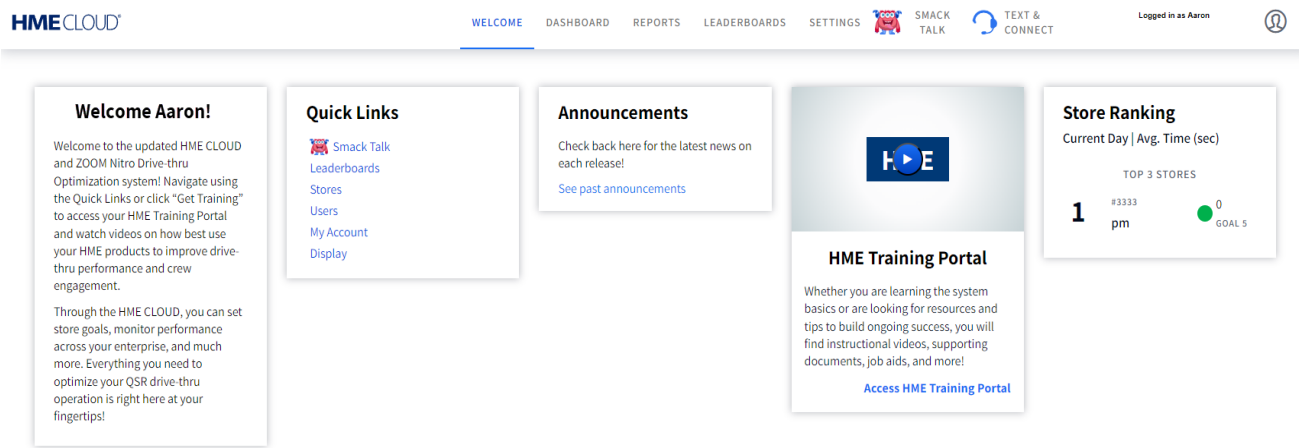


Fig. 8.11

6. On the top navigation bar, click/tap on the TEXT & CONNECT option (see Fig. 8.12).

Note: If this option is not visible, your role may not have permission to Text & Connect. Check with the account owner/administrator to enable this permission.

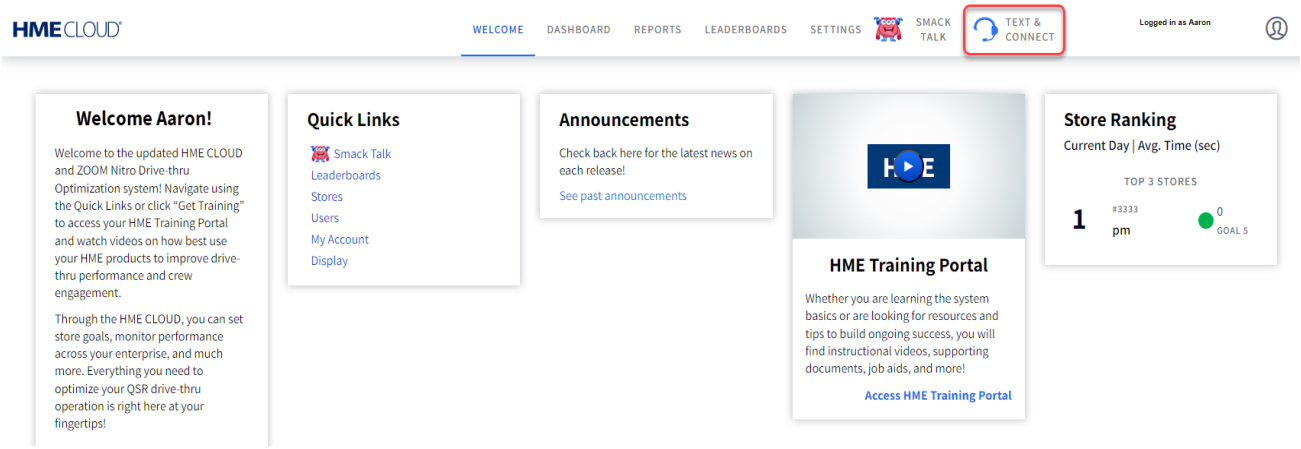


Fig. 8.12

7. This opens the Text & Connect page (Fig. 8.13). All the stores associated with your account will be displayed on the store list on the left. Base stations that are offline or in need of an upgrade will be listed in red, with a grayed-out checkbox indicating that this device cannot be selected. The example in Fig. 8.13 only shows two available options.

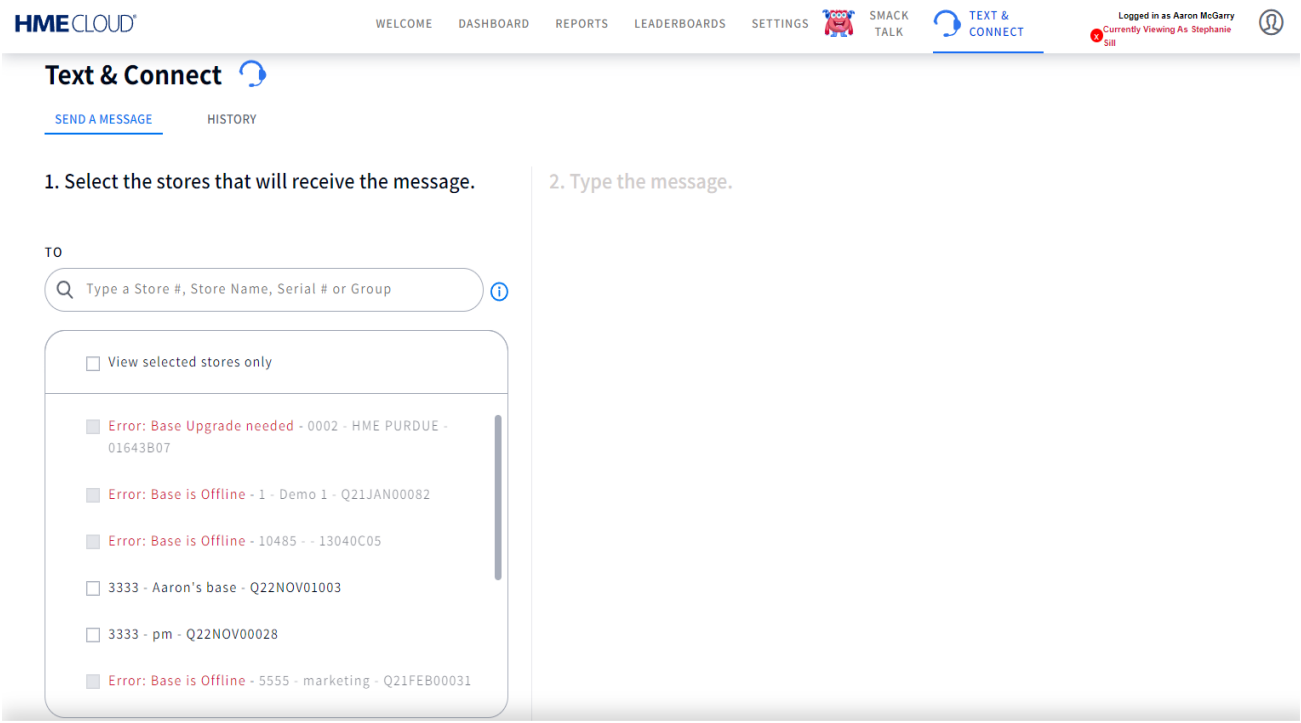


Fig. 8.13

8. Find the device you configured in Step 3 and check the box. You can check more than one box, if you wish to have other stores selected receive the same message. If there are many stores, you can also use the "Select All" option beneath the store list to select all stores with a single click/tap. Once a box is checked, the MESSAGE field appears to the right. The example in Fig. 8.14 shows "Aaron's base" selected.

9. Begin typing your message into the MESSAGE field (Fig. 8.14). The Send Message button at the bottom right becomes active once typing begins. The MESSAGE field is limited to 280 characters (which includes spaces); the number count is visible below the field and decreases as you type. All alphanumeric characters are valid, along with several special characters (; : ? ! , . & ‘). A red prompt beneath the MESSAGE field will alert you if an invalid character is used.
10. Click/tap the “Send Message” button when you have completed your message (Fig. 8.14).

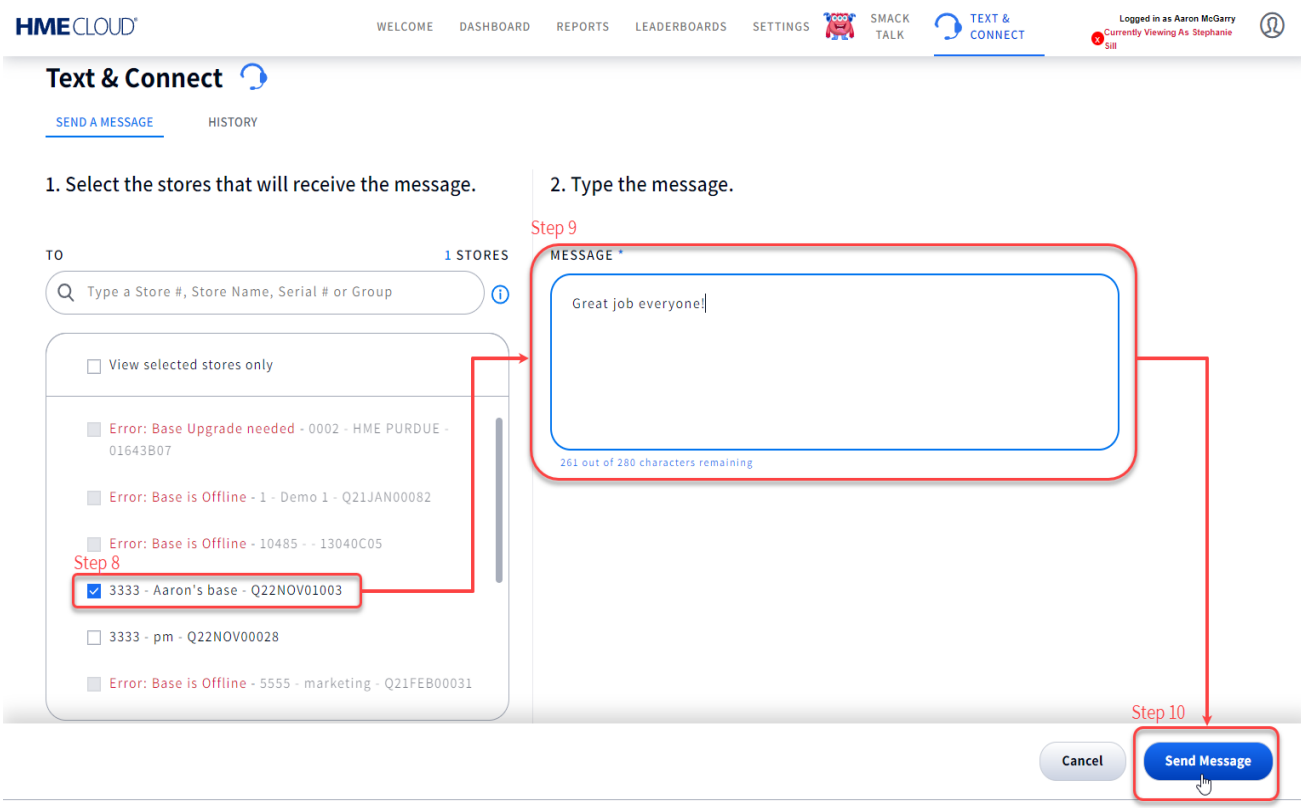
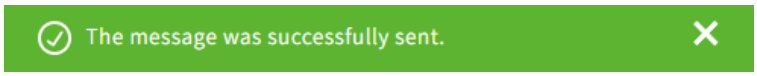


Fig. 8.14

11. A successfully sent message will be followed by this prompt:



12. The target headset users will receive the text in audio form. For example, the Drive-Thru 1, Drive-Thru 2, and Crew selected in step 3 will hear the message typed in the message field of Fig. 8.14 via their headsets, i.e., it will say: “Great job, everyone!”

> ***NOTE:*** *When a Drive-Thru headset is in use, messages are queued until it becomes idle again. The message expires after approximately 3 minutes if the headset is in use for that long. Other positions, such as Crew or Front counter, hear the message immediately. If multiple alerts occur at the same time, they are queued and will play in the order received.*

Chapter 9 - Specifications

BS7000	Base Station
Dimensions	7.62” H x 12.579” W x 3.669” D (193.55 x 319.51 x 93.19 mm)
Weight	3.5 lb (1.59 kg)
Power Supply	Input Voltage: 100 - 240 VAC nominal Output Voltage: 48 VDC Current: 1.88 A Power: 90 W
LAN	Gbit Ethernet
Front Panel	LCD type: 800x480 TFT w/ capacitive touch
Rear Panel	RJ45 (x5), USB types A & C, PCBA mounted power supply & component headers
Temperature	Operating Temperature range: 0°C (+32°F) to +50°C (+122°F).
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

HS7000 & HS7100	Headset
Dimensions	5.2” H x 5.2” W x 2.4” D (132.1 x 132.1 x 61 mm) with boom excluded 9.2” H x 5.2” W x 2.4” D (234.4 x 132.1 x 61 mm) with boom extended down
Weight (HS7100)	3.2 oz (90 g) without battery, 3.9 (111 g) with battery (3.7 oz/104 g for HS7000)
Power Supply	Voltage: 3.7 VDC, powered from a rechargeable Lithium-ion battery
Sleep Mode	Inactivity time to sleep mode: 90 seconds after power on, 10 minutes after use
Frequency Range	Audio: 100 Hz to 7.4 kHz
Wireless	Main Radio: 5.180 GHz – 5.8525 GHz
Power, Watts HS7100	Nominal Power with listening only: 0.318 W, Dedicated: 0.4 W, Sleep: 0.005 W
Power, Watts HS7000	Nominal Power with listening only: 0.314 W, Dedicated: 0.4 W
Keypad type	Touch Sense
Temperature	Operating Temperature range: 0°C (32°F) to +50°C (+122°F) Storage Temperature range: -10°C (14°F) to +80°C (+176°F)
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

AC70	Smart Battery Charger
Dimensions	5.09” L x 3.64” W x 1.84” H (129.2 x 92.4 x 46.7 mm)
Weight	5.97 oz (169.19 g)
Power Supply	Input Voltage: 100 - 240 VAC nominal Output Voltage: 5 V; 4 A MTBF (min.): 300,000 hours demonstrated, Charge Output: ~ 3 W per port
LAN	Wireless PAN, Short Range Data Link
Front Panel	Four charging ports for BAT70. LED type: 4 x RGB, for port/battery charging status
Side Panel	Four storage ports for BAT70 (Storage ports do not charge)
Temperature	Operating Temperature range: 0°C (32°F) to +40°C (+104°F) Storage: -40°C (-40°F) to +80°C (+176°F) Humidity: 0 - 95%, non-condensing
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

RT7000	Remote Transceiver
Dimensions	6.705” H x 7.157” W x 1.56” D (170.31 x 181.79 x 39.62 mm)
Weight	13.95 oz (395.6 g)
Power Supply	Voltage: 48 VDC (powered from BS7000). Current: 60 mA pk-pk @ 48 V
Frequency Range	Main Radio: 5.180 GHz – 5.8525 GHz
Power	2.88 W
LAN	Ethernet wired connection to Base Station - AES/EBU interface
Front Panel	LED type: 5 x RGB, one for power and 4 for port indication
Rear Panel	RJ45 port
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F).
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

IB7000	Interconnect Box
Dimensions (IB only)	5.68” H x 5.68” W x 2.05” D (144.3 x 144.3 x 52.1 mm)
Dimensions (Cover only)	6.79" H x 5.85" W x 2.22" D (172.3 x 148.6 x 56.4 mm)
Dimensions: IB with Cover	6.79" H x 5.85" W x 2.83" D (172.3 x 148.6 x 71.6 mm)
Weight: IB with Cover	19.2 oz (543 g). IB = 14.4 oz (408.2 g), cover = 4.8 oz (135 g).
Power Supply	Voltage: 48 VDC (powered from BS7000) Current: 0.331 A (max start up)
Frequency Range	Audio: 100 Hz to 7.4 kHz Powerline network over 48 VDC: 2 MHz – 67.5 MHz
Power	Nominal power with no audio: 5.2 W Maximum power at maximum volume: 27 W
Front Panel	Two adhesive strips for mounting to a vertical surface
Rear Panel	Phoenix connector type headers (includes speaker output and analog DM5 microphone input)
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F)
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

SS7000	Speaker
Dimensions	5.76” W x 3.92” H x 3.44” D (146.3mm x 99.6mm x 87.4mm)
Weight	1.14 lb (492.6g)
Power Supply	Voltage: 48 VDC, powered from BS7000
Frequency Range	Audio: 100 Hz to 7.4 kHz
Power	15 W, 8 Ω
Rear Panel	Phoenix connector type headers
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F)
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

SP10	Speaker
Dimensions	5.62” H x 5.62" W x 4.5” D (142.8 x 142.8 x 114.3 mm)
Dimensions with foam gasket	5.62” H x 5.62" W x 4.75” D (142.8 x 142.8 x 120.6 mm)
Weight	2.55 lb (1.16 kg)
Power	15 W
Impedance	8 Ω
Temperature	Operating Temperature range: -30°C (-22°F) to +60°C (+140°F)

DM5	Microphone
Dimensions	2.81” H x 2.81" W x 1.78” D (71.5 x 71.5 x 45.1 mm)
Weight	4.37 oz (123.9 g)
Microphone Type	Electronic
Impedance	200 Ω
Temperature	Operating Temperature range: -30°C (-22°F) to +60°C (+140°F)

SP7000	Speaker/IB
Dimensions	5.9” H x 5.9” W x 4.55” D (149.9 x 149.9 x 115.6 mm)
Weight	2.44 lb (1.11 kg)
Power Supply	Voltage: 48 VDC (powered from BS7000). Current: 0.331 A (max start up)
Frequency Range	Audio: 100 Hz to 7.4 kHz. Powerline network over 48 VDC: 2 MHz – 67.5 MHz
Power	Nominal power with no audio: 5.2 W. Maximum power at maximum volume: 27 W
Front Panel	Speaker: 15 W, 8 Ω
Rear Panel	Phoenix connector type headers (includes analog DM5 microphone input)
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) to +65°C (+149°F)
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

	Headset Rack
Dimensions	5” H x 20.3” W x 3.9” D (126 x 515 x 100 mm)

Optional Accessory (only available for the US and Canadian market)

TI7000	Telephone Interface
Dimensions	6.6" L x 4.5" W x 1.8” H (168 x 113 x 46 mm)
Weight	7.8 oz (221 g)
Power Supply	Voltage: 12 VDC, powered from BS7000
Panel	RJ11 and RJ45 connector type ports and two on/off switches
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) and +45°C (+113°F)
Compliance	See NEXEO | HDX - Regulatory, Compliance, and Safety Guide online

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