

FOR IMMEDIATE RELEASE

Contact: Tuyet Vu
Phone: (858) 646-8818
Fax: (858) 535-6140
Email: tvu@hme.com

June 26, 2003

**Drive-Thru Communication Becomes Fully Automated
with HME's New Odyssey™ Headset**

San Diego, CA — HME's "All-in-One" Odyssey Headset is setting a new trend in customer service by making drive-thru communication automated. "This new approach to communication will eliminate many of the manual tasks normally required for employees to serve drive-thru customers," says Daren Haas, Director of Marketing. "Automation creates a more employee-friendly working environment while providing even better customer service. In an industry with a high employee turnover rate, minimizing the training required for equipment operation makes it easier for the store manager or operator to train new employees quickly."

Odyssey's "auto-hands-free" mode automatically opens and closes communication as the customer arrives and leaves the order point. This automatic feature eliminates the need for employees to manually activate the communication equipment to initiate a drive-thru order. This reduces the number of tasks employees must remember in order to interact with customers. Automating the ordering process also means faster service for drive-thru customers. "Odyssey makes it easier and more convenient for my employees to communicate with drive-thru customers," says Rick Crady, Director of Operations for a major quick service restaurant franchise.

Because Odyssey is fully automated, it has virtually no control buttons. This unique design also prevents contaminants from entering the internal compartments and improves the reliability of the equipment. Odyssey's lightweight, symmetrical design with SOFT TOUCH™ earpads provides employees a snug, comfortable fit.

Instead of traditional beeps and buzz sounds, Odyssey's built-in voice prompts keep employees informed of drive-thru status and system diagnostics. These audible voice prompts make it easy for employees to understand exactly what's going on with their drive-thru equipment, whether they need to replace the batteries or know which lane they're working on for dual-lane configurations.

Odyssey also comes with a built-in message repeater that automatically plays a promotional message or greeting the instant customers drive up to the menu board or speaker post. By recording and playing their own messages, restaurant operators can easily upsell menu specials and eliminate the need for order-takers to repetitiously greet customers.

Odyssey has multiple frequency bands, enabling it to be used with an existing HME System 400 or as part of HME's new 900 MHz license-free, wireless communication system. Odyssey also comes with a host of other cutting-edge features — ClearSound Plus noise-reduction technology, single-point timer, dual-lane capability and more — designed to enhance the speed, accuracy and convenience of drive-thru communication.

HME has been the leading provider of technology for the QSR industry for nearly two decades. A pioneer in technology, HME introduced the world's first patented wireless communication for the drive-thru application and designed the first wireless microphone for the Pro-Audio industry. Today, HME continues to deliver the most comprehensive line of solutions to help businesses improve their productivity and security. From communication and security systems to speed-of-service timers, HME has built a reputation on delivering customer-driven solutions based on quality and reliability. Incorporated in 1971, the privately held HME develops, manufactures, markets and services its products over 70 countries worldwide.

For more information on the Odyssey, please call (800) 848-4468 or logon www.hme.com.

###