

ion | IQ™ ALL NEW - BEYOND DIGITAL



Digital Drive-Thru  
Communication System

**HME**

Customer Driven



**“The majority of our business is drive-thru, so we need a system that moves more cars through, more quickly. *ION IQ* does just that.”**

**—KAHN PHOMASY**  
*Major Quick Service  
Restaurant Manager*

# An Evolution in Drive-Thru Technology

A revolution in restaurant communication

It started with analog. Then came the very first digital drive-thru system from HME—ushering in the age of faster service times and greater order accuracy, thanks to the unmatched clarity of digital sound.

Now HME is proud to present *ION IQ*—taking the drive-thru system beyond digital with groundbreaking, new sound enhancement technologies, restaurant management capabilities, and the smallest all-in-one headset ever.

*ION IQ*'s AIO headset is half the size of any all-in-one drive-thru headset on the market, with unparalleled comfort, reliability and sound quality.

## FASTER SERVICE WITH DIGITAL SYSTEMS



*\*Speed up service times by 8-10 seconds per customer when you switch from an analog to a digital communication system.*

*\*Published in QSR Magazine*

**“This headset is great! It’s super small,  
super comfortable, and the sound  
couldn’t be clearer.”**

**—STAN FIDDELKE**

*Major Quick Service  
Restaurant Owner*



# The Clear Choice

- > **Best Sound Quality:** Featuring a highly directional microphone that isolates sound better and delivers superior clarity. Enhanced digital noise cancellation dramatically improves clarity and order accuracy.
- > **Best Range:** With an average coverage increase of 40–50%, *ION IQ* reaches into far areas of the parking lot, and resists dropouts and interference caused by stainless steel and walk-in coolers.
- > **Durable Casing:** Constructed with a grease and impact resistant plastic alloy resin to prevent brittling and cracking.
- > **Backwards Compatible:** The only system on the market with backwards digital compatibility. The *ION IQ* all-in-one headset and belt-pac work with existing Wireless IQ base stations. The new *ION IQ* base station works with existing Odyssey IQ all-in-one headsets and Wireless IQ belt-pacs.

## Half the Size, Twice the Comfort



**Think Small:** Half the size of any all-in-one (AIO) drive-thru headset on the market. The *ION IQ* AIO headset is super-compact, super-lightweight and brings unparalleled balance and comfort to users. Its unique design means fewer moving parts and greater reliability. Constructed with diecast parts, for even greater durability over time.

## The Smallest Belt-Pac on the Market



**Compact Size:** Fits in the palm of your hand; by far the smallest, lightest belt-pac on the market. Sealed buttons are ergonomically placed on the top and bottom of the belt-pac for better comfort and ease of use. Bundled with HME's superior-strength steel cable headsets for even greater durability over time.

**“With ION IQ, I’ve noticed a dramatic improvement in communication between our customers and employees. But what’s really exciting is how much our speed and order accuracy has improved. It’s a win-win.”**

**—SCOTT JOHNSON**

*Major Quick Service  
Restaurant Manager*



# Industry's Most Comprehensive Sound Management System

Nothing slows down drive-thru performance like poor sound quality. Unclear communication leads to more mistakes, slower service times and reduced profits. That's the inspiration behind *ION IQ's* comprehensive sound management system—the only system to bundle five cutting-edge, sound-enhancing technologies for the very best sound quality in the industry.

1. *ION IQ* enhances drive-thru sound from the moment a customer speaks into its **voice-optimized microphone**—specifically designed to recognize and replicate the human voice and improve intelligibility.
2. Next, **enhanced noise and echo cancellation** virtually eliminates distracting noise during communication, to provide more accurate order taking.

3. **Automatic Noise Control (ANC)** instantly quiets inbound sound when the customer is not speaking, improving listening comfort for employees.

4. **Automatic tuning and digital controls** ensure your system is always set at the optimal levels for clear communication and allows for easy duplication of settings across multiple locations.

5. Additionally, *ION IQ's* **acoustically tuned speaker**, designed specifically for the drive-thru, dramatically reduces distortion to deliver the clearest, most intelligible communication to the customer.

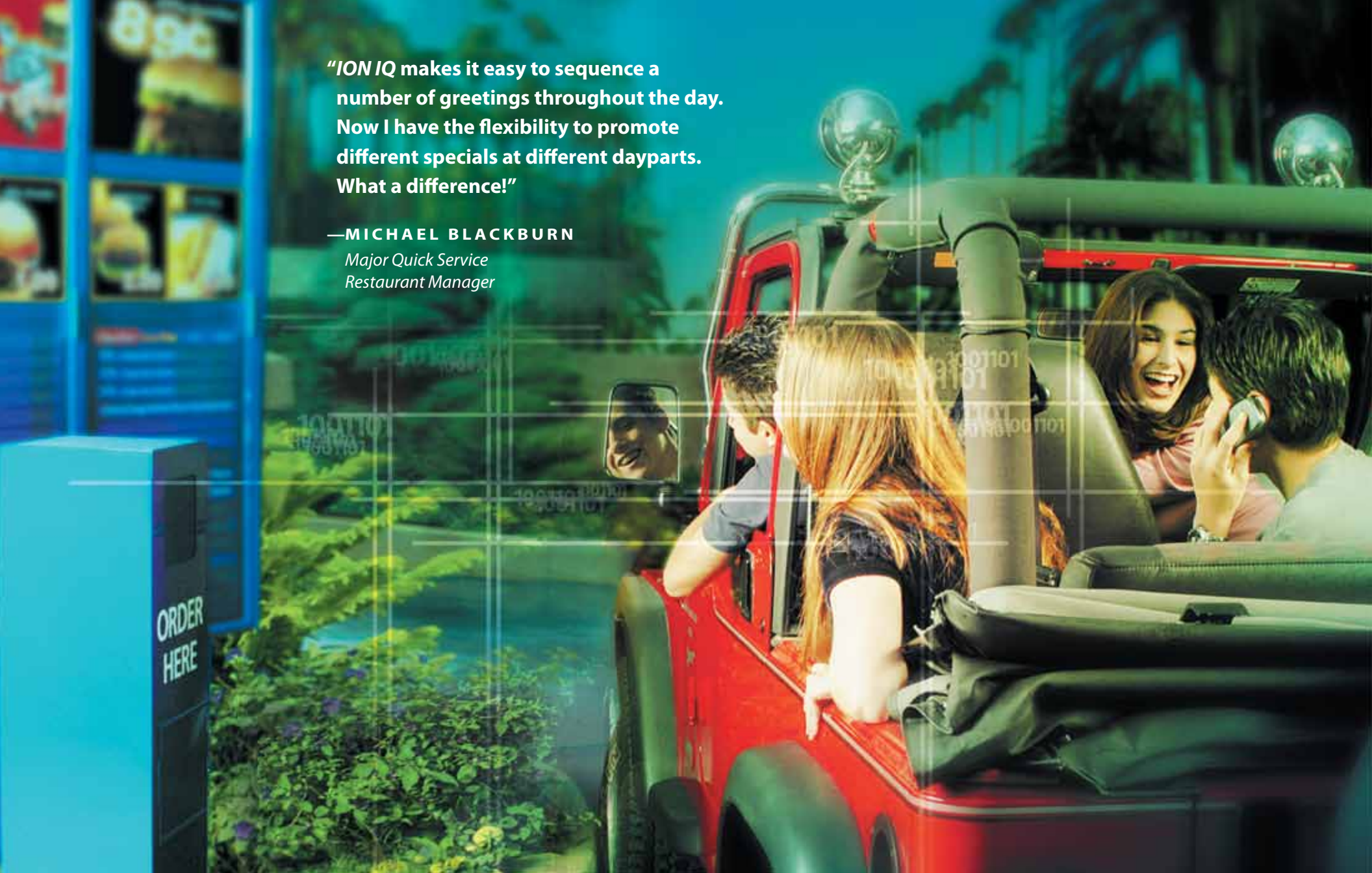


*Five revolutionary technologies combine to provide the industry's most comprehensive sound management system.*

**"IONIQ makes it easy to sequence a number of greetings throughout the day. Now I have the flexibility to promote different specials at different dayparts. What a difference!"**

**—MICHAEL BLACKBURN**

*Major Quick Service  
Restaurant Manager*



# Groundbreaking Message Center

—Beyond the digital drive-thru

*ION IQ* is the first system to solve two of the most common challenges facing operators today: getting crewmembers to perform tasks when they're supposed to and ensuring that communication with customers is timely and accurate.

With more message options than any other system, *ION IQ* gives you total flexibility to deliver the right message, to the right crewmember or customer, at the right time.

## Greetings

*ION IQ* is the most flexible and customizable system there is. Sequence multiple messages to drive-thru customers during breakfast, lunch and dinner dayparts to promote specials and improve your check averages. Schedule greetings to play when you want, how often you want.

- > Sequence and schedule up to 12 customer greetings throughout the day.
- > Promote specials and improve check averages.

## Reminders

Schedule reminders to play to employees on as many (or as few) headsets as you want—one, two or ten—it's very flexible and easy to use. Remind staff to wash hands, stock the station, check the bathroom, and more—without interfering with drive-thru order taking.

- > Schedule automatic reminders to keep employees on task.
- > Create your own reminders or use the system's prerecorded messages.

## Alerts

Alerts are only triggered and messages sent when specific events occur.

- > Configure automatic alerts to send messages to one or more headsets.
- > Set alerts to inform staff of critical developments affecting food safety and employee security. Example: "Back door open".

## Greetings

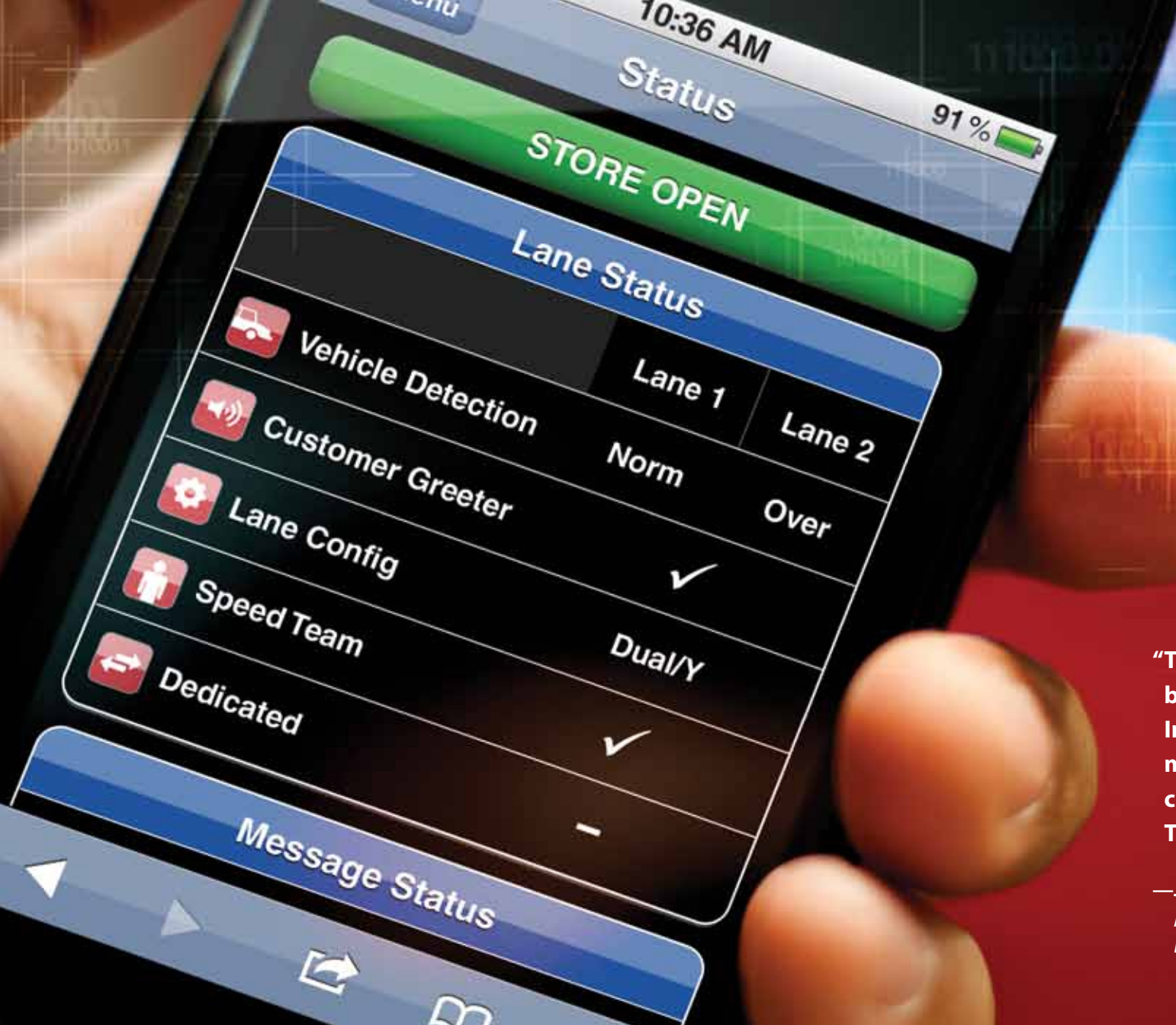


## Reminders



## Alerts





10:36 AM

Status

91%

STORE OPEN

Lane Status

	Lane 1	Lane 2
Vehicle Detection		
Customer Greeter	Norm	Over
Lane Config	✓	
Speed Team	Dual/Y	
Dedicated	✓	

Message Status

**"The network capability has been great. Anywhere there's an Internet connection, I can update my greetings and alerts ... and I can do it for multiple locations. Thanks ION IQ!"**

**—JOHN BATISTA**  
Major Quick Service  
Restaurant Manager

# New Digital Controls and User-Friendly Display

ION IQ's large-format digital display and intuitive menus make it easier than ever to manage your drive-thru.

- > Large display screen with easy-to-use, digital soft-touch controls.
- > On-screen instructions walk you through menus and settings.
- > Multi-level password security prevents tampering.



*Industry's largest display and on-screen instructions make it easier than ever to manage your drive-thru.*

# Network Capable

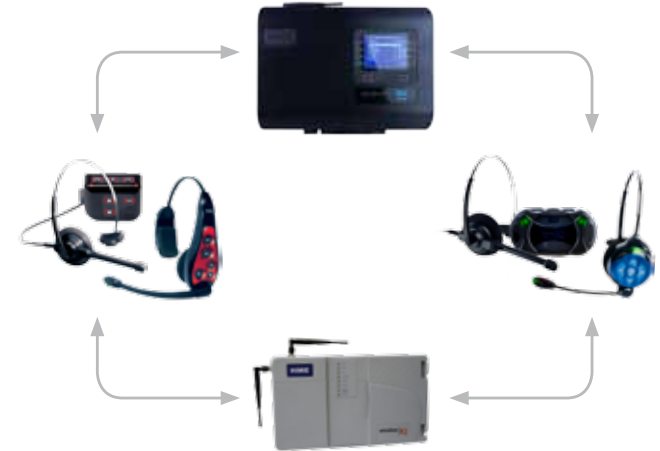
Browser-based remote access capabilities allow you to change settings or troubleshoot one or multiple locations (no software required).

Make changes to your system settings:

- > From any PC.
- > From a smartphone.
- > From the base station.



# Mix-and-Match



*Extend the life of your existing HME digital equipment—All older and current HME digital communication products work together.*

# Telephone Interface

This convenient telephone interface allows managers to take calls from their ION IQ digital headset while they manage the restaurant business.



## About HME

Founded in 1971, HME is a privately held, diverse group of companies. We design and manufacture products for a variety of niche markets including restaurants, sports and professional audio. HME companies sell, service and support products in 89 countries around the world, via offices in the U.S., Canada, Europe and China, and an extensive network of authorized distributors, dealers and service agents. Every day, quick service restaurants take over 24 million orders using our systems. And with the recent acquisition of Clear-Com, HME now offers the broadest selection of professional intercom systems worldwide. To learn more, visit [www.hme.com](http://www.hme.com).

**Call toll-free (800) 848-4468 or your authorized HME dealer for more information.**

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