EOS | HD™
Wireless Drive-Thru Audio System

Operating Instructions
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The Headset provides basic operating cues in Spanish and French, as follows. Refer also to the Changing Languages instructions on page 10.

**Español**

El auricular proporciona información que indica el estado del funcionamiento del mismo en español como es: **Unidad #, Batería cargada. Batería semi-cargada, Batería baja. Línea uno, Línea dos, Fuera de alcance, Reemplazar batería y Auricular desactivado.**

Para cambiar el idioma de la información que se escucha en el auricular de inglés a español, siga los siguientes pasos: - Oprima y mantenga presionado el botón “A1” y el botón para bajar el volumen “V” y el botón para encender el auricular al mismo tiempo, hasta que el auricular se encienda.

**Français**

Le casque fournit les sélections de fonctionnement fondamentales suivantes en français: **Casque #, Fonction inactive, Batterie charge, Batterie demi-charge, Batterie basse-charge, Voie un, Voie deux, ‘hors d’entente, Remplace batterie et Casque inactive.**

Pour changer les indications de l’anglais au français, appuyer et tenir le “A1” et le volume en bas “V” en même temps, tout en appuyant sur le boutton d’allumage.

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HM Electronics, Inc. is not responsible for equipment malfunctions due to erroneous translation of its installation and / or operating publications from their original English versions.

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US Patent 7,920,539 B2
**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 could 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.
The EOS|HD is an audio system primarily for use at quick-service restaurants. The equipment shown below is standard with the EOS|HD. Optional equipment can be ordered from your local dealer.

**NOTE:**

Equipment quantities vary, depending on individual store needs at time of purchase. Additional equipment can be ordered from the list below.

### OPTIONAL EQUIPMENT

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Model Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headset</td>
<td>HS6200</td>
</tr>
<tr>
<td>Battery for Headset</td>
<td>BAT51</td>
</tr>
<tr>
<td>Headset Earmuff</td>
<td>None</td>
</tr>
<tr>
<td>Headset Earpiece Cover (disposable)</td>
<td>None</td>
</tr>
<tr>
<td>Telephone Interface</td>
<td>TI6000</td>
</tr>
<tr>
<td>Vehicle Detector Board</td>
<td>VDB102</td>
</tr>
<tr>
<td>Vehicle Detector Board (with relay)</td>
<td>VDB102R</td>
</tr>
<tr>
<td>Vehicle Detector Loop (underground)</td>
<td>VDL100</td>
</tr>
<tr>
<td>Ceiling Speaker</td>
<td>MM100</td>
</tr>
<tr>
<td>Microphone</td>
<td>DM5</td>
</tr>
<tr>
<td>Mode Switch (dual lane)</td>
<td>MS10</td>
</tr>
<tr>
<td>Remote Speed Team Switch</td>
<td>SW2</td>
</tr>
<tr>
<td>Switcher Circuit Board</td>
<td>None</td>
</tr>
<tr>
<td>Antenna Coverage Extension Kit</td>
<td>EC20</td>
</tr>
<tr>
<td>Extended Coverage Antenna Kit</td>
<td>EC10</td>
</tr>
<tr>
<td>Remote Antenna Kit</td>
<td>ANT20-6</td>
</tr>
<tr>
<td>(with 6 ft / 1.83 meter cable)</td>
<td></td>
</tr>
<tr>
<td>Remote Antenna Kit</td>
<td>ANT20-30</td>
</tr>
<tr>
<td>(with 30 ft / 9.14 meter cable)</td>
<td></td>
</tr>
</tbody>
</table>

![Base Station](image)

![Headset](image)

![Battery](image)

![Battery Charger](image)

![Speaker](image)

![Microphone](image)

**Figure 1. Standard equipment**
Base Station

All functions of the drive-thru audio system are channeled through the base station. It is the electronic heart of the EOS|HD. External base station features are shown in Figure 2. Internal connectors and controls are shown in Figure 10.

The **menu-select buttons** are used to make selections from the menu on the display screen.

The **Help button** can be pushed to obtain information needed in case of problems with the EOS|HD.

The **Back button** can be pushed to go back to the previous menu display, saving any setting changes or exiting a display screen when no changes have been made.

The **activity indicators** light up as follows:

**Above the line - Lane 1 activity (single or multiple-lane operations)**
- **A1** lights up when the A button is pushed on any headset in single-lane operations, or on any Lane 1 headset in multiple-lane operations.
- **B1** lights up when the B button is pushed on any headset in single-lane operations, or on any Lane 1 headset in multiple-lane operations.
- The **car above the line** lights up when a car is present at the menu board in single-lane operations, or at the Lane 1 menu board in multiple-lane operations.

**Below the line - Lane 2 activity (multiple-lane operations only)**
- **A2** lights up when the A button is pushed on any Lane 2 headset.
- **B2** lights up when the B button is pushed on any Lane 2 headset.
- The **car below the line** lights up when a car is present at the Lane 2 menu board.

When both of the **cabinet latches**, on top of the cabinet are pressed down at the same time, the cabinet can be opened by pulling forward and down.

The **reset switch** is used to perform a soft restart of the base station. It is located in a small hole on the right side of the base station. To press the reset switch, carefully push a small pointed object, such as an unfolded paper clip, into the hole.
The display screen is where all menu selections will be seen for installer setups and routine operation options. The display screen will turn off (sleep) if there is no button activity. Pressing any button will turn it back on (wake it up).

The LANE STATUS display will be shown on the base station until either the Menu or More button is pushed.

Press the Menu button at the bottom-left of the LANE STATUS display to view the MAIN MENU, which provides access to system settings. Press the More button on the MAIN MENU for additional settings.

Press the More button at the bottom-right of the LANE STATUS display to view additional system status, and then press the More button at the bottom-right of any other STATUS display. The information on each STATUS display shows other base station information needed to operate the system on a network and to identify its version data.
Headsets

Features and Controls

![Headset controls]

Figure 3. Headset controls

How to Wear the Headset

- Wear the headset with the microphone on your right or left side next to your mouth.
- Adjust the headband and microphone boom as needed.

![Correct wearing of the headset]

Figure 4. Correct wearing of the headset
How to Use the Headset Controls

The control buttons will activate when pressed firmly. Use your fingertips, not your fingernails, to press the buttons.

**Power On/Off**

- **Power On** — Press and release the power button. A voice message in the headset will say “headset #, battery full/half/low” and both the power light and the transmit light will flash red. After a short time, the power light will change to steady green for Lane 1 and the transmit light will go off. A voice message in the earpiece will then say “Lane 1 (or 2).”
- **Power Off** — Press and hold the power button for about two seconds. A voice message in the earpiece will say “headset off,” and the power light will go off.

**Volume Up/Down**

- **Volume-Up Adjustment** — Press and release the volume-up button. Each time you press the button you will hear a higher pitch beep in the earpiece as the volume increases. When you reach maximum volume, you will hear a high-pitched double beep. If you press and hold the volume-up button, you will hear repeating beeps, increasing in pitch until the volume reaches maximum. Then you will hear high-pitched double beeps repeating until you release the volume-up button.
- **Volume-Down Adjustment** — Press and release the volume-down button. Each time you press the button you will hear a lower pitch beep in the earpiece as the volume decreases. When you reach minimum volume, you will hear a low-pitched double beep. If you press and hold the volume-down button, you will hear repeating beeps, decreasing in pitch until the volume reaches minimum. Then you will hear low-pitched double beeps repeating until you release the volume-down button.

**Headset Registration**

During installation of the EOS|HD, each headset was registered for use with the base station. The base station recognizes all headsets registered to it when their power is on, and will be able to tell the difference between them and other electronic equipment operating on similar frequencies.

A maximum of 15 headsets can be registered. If one is replaced, you must register the new one before you use it. When a headset is replaced, the old one remains in memory.

If the maximum number of 15 (in memory) is exceeded, the base station HEADSET REGISTRATION display will tell you that 0 more can be registered. If this happens, you may either clear all inactive headsets (not currently turned on) or clear all registered headsets. If you clear all inactive headsets, you can initiate the new registration. Each headset is registered the same way, one at a time.

**NOTE:**

All registered headsets must be turned on, or they will be unregistered when you clear inactive headsets.

If you clear all registrations, you must re-register all headsets.
Register each headset as follows:

- Be certain all headsets to be registered are turned off and the base station power is on. Others can be on or off.
- On the base station **LANE STATUS** display, press the **Menu** button.

**NOTE:**
*Headsets must be within 6 feet (1.83 meters) of the base station while being registered.*

- On the **MAIN MENU**, press the **Register headsets** button.

**NOTE:**
*You will be given a warning and allowed to quit or continue before registrations are cleared.*

- On the **HEADSET REGISTRATION** display, if you press the **Clear inactive** button, you will unregister only those headsets that are turned off.
- If you press the **Clear all** button, you will unregister all headsets that are registered to the base station, and the base station will automatically restart.

- To register headsets, press the **Register headsets** button on the **HEADSET REGISTRATION** display.
On the TO REGISTER HEADSETS display, follow the instructions in the box.

If you are registering only one headset, press the Register single button.

If you are registering more than one headset, press the Register multi (multiple) button and continue registering each headset, one at a time.

When each registration is successfully completed:

The ID number assigned to this headset will be shown. ID numbers are assigned sequentially as 0 thru 9, A, B, C, D and E.

When you have finished registering headsets, press the Back button to exit the registration mode. You can continue pressing the Back button repeatedly until you return to the MAIN MENU or LANE STATUS display.

The power light on the headset will remain on steady green.

If you have any problems registering headsets:

In the USA, call HME Customer Support at 1-800-848-4468. Outside the USA, call your local HME representative for assistance.
Battery Removal and Replacement

To change batteries:
When a battery becomes weak, a voice in the headset will say “Change battery.” When this happens, press the battery-release button and slide the battery out of the headset as shown in Figure 5.

To replace batteries:
When replacing a battery in the headset, place the end of the battery with the metal contacts into the headset, in the same position as the battery you removed. Press the battery carefully in until it snaps in place.

Battery-release button (blue)

Battery

Figure 5.
Headset battery-release button

Recharge batteries according to the instructions on page 9.
Battery Charger

Up to four batteries can be charged in the charger at the same time. Charging time is approximately 2.5 hours. The battery status lights next to each charging port are explained below. Up to six fully charged batteries can be stored in the battery storage ports.

Procedure:

Insert batteries in the charging ports for charging. The batteries can only go into the charging ports one way. If they do not go in easily, turn them around. **DO NOT force them.** Push each battery down into a port until it snaps in place, to be sure it makes full contact.

Battery Status Lights:

- A **yellow light** stays on steady next to each charging port while the port is empty.
- Insert a battery in one of the four charging ports until it clicks in place.
- A **red light** will stay on next to a battery while it is charging.
- A **green light** will go on next to a battery when it is fully charged.
- If a **yellow light** is on next to a battery in a charging port, it means the charge failed. If this happens: (1) Be sure the battery is pushed all the way into the port until it snaps into place to make contact. (2) Try charging in a different port. If it charges this time, the first charging port may be defective. If the battery does not charge in the second port, replace it with another battery.
- Store up to four fully charged batteries in the storage ports.

Figure 6. Batteries in charger
**EOS|HD OPERATION**

The EOS|HD can be operated in Hands-Free (HF), Auto-Hands-Free (AHF), B-channel Hands-Free (BHF) or Push-To-Talk (PTT) modes.

A full-duplex system supports HF, AHF, BHF and PTT operation. In HF, AHF and BHF operation, communication can be transmitted and received at the same time, as in a normal telephone conversation. In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru lane. In the HF mode, transmission and reception are activated by touching and releasing the A1 or A2 button on the headset. In the PTT mode, the A1 or A2 button must be pressed and held while the operator is talking to the customer. A half-duplex system only supports the PTT mode, and the customer’s voice will not be heard while the operator is pressing the A1 or A2 button.

In single lane operations, when a customer arrives in the drive-thru lane, you will hear a single beep in the headset.

In dual-lane operations, when a customer arrives in a drive-thru lane, you will hear one beep in the headset for Lane 1 and two beeps for Lane 2.

In dual-lane operation, if you are communicating with a customer in one lane when another customer arrives in the other lane, you will hear a beep in the headset. When the customer leaves the speaker post in the lane you are connected to, the same beep will repeat in the headset every four seconds until you touch the A1 or A2 button to communicate with the customer in the other lane.

Refer to the instructions on the following pages for single-lane or dual-lane stores.

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**Changing Language of Headset Cues**

To change the language of the cues heard in the headset from English to French to Spanish and back to English, with the headset power off, press and hold the volume-down V button and the A1 button while you press the power button. Each time you do this, the language of the headset cues will change as the power goes on. When the headset is turned off and on again, the cues will remain in the last language set.

To change to the next language, with the headset power off, again press and hold the volume-down V button and the A1 button while you press the power button.

---

**Obtaining Headset Status**

To obtain headset status, with its power off, press and hold the volume-down V button and the A2 button while you press the power button. You will hear the status message in the headset when the power goes on.

---

**NOTE:**

In dual-lane operations, if you have a Mode Switch and it is set to “DEDICATED,” you will only hear beeps in the headset when a customer arrives in the lane you are operating.
Single-Lane Operation

**Hands-Free (HF) Mode**
- With the headset power off, press and hold the volume-up Λ and B buttons while you press and release the power button to turn it on in the HF mode. The headset will remember this setting.
- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
- Touch and release the A1 or A2 button to speak and listen to the customer.
- Touch and release the A1, A2 or B button to end communication with the customer.
- Touch and release the A1 or A2 button if you want to speak to the customer again.
- Use the volume-up Λ and down V buttons to adjust the customer’s voice level in your headset if necessary.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

**Auto-Hands-Free (AHF) Mode**
- With the headset power off, press and hold the volume-up Λ and A1 buttons while you press and release the power button to turn it on in the AHF mode.
- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
- Speak and listen to the customer without pressing any buttons.
- Touch and release the A1, A2 or B button to end communication with the customer.
- Touch and release the A1 or A2 button if you want to speak to the customer again.
- Use the volume-up Λ and down V buttons to adjust the customer’s voice level in your headset if necessary.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

**B-Channel Hands-Free (BHF) Mode:**
- With the power off, press and hold the B and A2 buttons while you press and release the power button to turn the headset on in the BHF mode.
- This will keep the B channel open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication with the customer.

**Push-To-Talk (PTT) Mode**
- With the headset power off, press and hold the volume-down V and B buttons while you press and release the power button to turn it on in the PTT mode. The headset will remember this setting.
- As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
- Touch and hold the A1 or A2 button to speak to the customer. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
- Use the volume-up Λ and down V buttons to adjust the customer’s voice level in your headset if necessary.

---

**NOTE:**

Only one operator at a time can use the auto-hands-free feature, and this feature must also be enabled on the base station. If a headset is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.
**NOTE:**
If you have an optional MS10 Mode Switch, placing the switch in the Non-Dedicated position allows operators to hear alert tones when a customer arrives in either lane. Placing the switch in the Dedicated position allows an operator for either lane to hear only alert tones for customers arriving in his/her own lane.
If you do not have an MS10 Mode Switch, use the base station menus to change modes. The OPERATOR MODE display on the base station, must have the dedicated mode set to Ext to use an MS10.

**NOTE:**
In each lane, only one operator at a time can use the auto-hands-free feature. If an operator attempts to configure a second headset, “System busy” will be heard in his/her headset.

When operating in the AHF mode, changing lanes is not possible. If a headset is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.

---

**Multiple-Lane Operation**

In a Dual-lane or Y-lane operation, there is one order point per lane. In a Tandem operation, there are two order points in one lane.

**Hands-Free (HF) Mode**
- With the headset power off, press and hold the volume-up A and B buttons while you press and release the power button to turn it on in the HF mode. The headset will remember this setting.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak and listen to the customer.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up A and down V buttons to adjust the customer’s voice level in your headset if necessary.
- To change lanes, touch and release the opposite A button.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

**Auto-Hands-Free (AHF) Mode**
- For Lane 1 operation, with the headset power off, press and hold the volume-up A and A1 buttons while you press and release the power button to turn it on in the AHF mode.
- For Lane 2 operation, with the headset power off, press and hold the volume-up A and A2 buttons while you press and release the power button to turn it on in the AHF mode.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Speak and listen to the customer without pressing any buttons.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up A and down V buttons to adjust the customer’s voice level in your headset if necessary.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

**B-Channel Hands-Free (BHF) Mode:**
- With the power off, press and hold the B and A2 buttons while you press and release the power button to turn the headset on in the BHF mode.
- This will keep the B channel open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication! with the customer.

**Push-To-Talk (PTT) Mode**
- With the headset power off, press and hold the volume-down V and B buttons while you press and release the power button to turn it on in the PTT mode. The headset will remember this setting.
As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.

- Touch and hold the A1 button to speak to a customer in Lane 1, or A2 to speak to a customer in Lane 2. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
- Use the volume-up \( \Delta \) and down \( \nabla \) buttons to adjust the customer’s voice level in your headset if necessary.

**Tandem Operation**

**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. If a headset is turned off while in the AHF mode, it will automatically be reset to its previous operating mode.

Tandem is a special case of multiple-lane operation in which a customer arriving at Order Point #2 can be given a “Please pull forward” message if no customer is present at Order Point #1. Headset operation is the same as described for dual-lane operation.

**Internal Communication**

If using the BHF mode, the B channel remains open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication with the customer.

If not using the BHF mode, to communicate internally with other headset operators, press and hold the B button while talking. Release when finished. In single-lane operations, up to four operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference.

In Dual-lane, Y-lane, Tandem or Single/A2 operation, if your system was set up for “Split-B,” internal communication will be heard only by headset operators in their lane. If your system was set up for “Combined-B” operation, internal communication will be heard by all operators in both lanes. Up to three operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference. If a car arrives in a lane while internal communication is taking place, priority will be given to the respective A channel for customer communication, which will reduce the number of internal communication channels available.
Speed-Team Operation Mode

Speed-team operation is used during high-volume times. An order taker wearing a headset relays orders from outside into the store, using button A1, A2 or B.

Speed teams are only used in single or dual-lanes, not in tandem drive-thrus.

Speed-Team Operation

To start speed-team operation, press the Menu button on the base station LANE STATUS display, and then press the Operator mode button on the MAIN MENU.

On the OPERATOR MODE display, press the Activate Speed Team button to highlight ✔ (on). To change back to normal operation, return to the OPERATOR MODE display and press the Activate Speed Team button to highlight − (off).

Press the Speed Team HELP button for further explanation.

CAUTION:
If Activate Speed Team is ✔ (on), many base station functions will be disabled. Vehicle arrival tones and the customer's voice will not be heard during speed-team operation. For normal order taking, the Activate Speed Team setting should be − (off).

If you have an external speed-team switch, you can select External on the OPERATOR MODE display, and then use the optional remote speed-team switch to go in and out of speed-team operation.

To save the setting, press the Back button.
Message Center Operation

The Message Center is a central point at which messages can be set up to be triggered by various events during designated time periods, to be sent to customers at the speaker post or to crew members via headsets or ceiling speakers.

Some messages are pre-named and pre-recorded. All messages can be edited and re-recorded to meet your specific requirements. The three types of messages are described below. The table on the next page shows the names and contents of factory pre-set messages. Following the table are detailed instructions of how to set up your Message Center.

At the back of this manual you will find a Message Center Quick Start Guide for planning your message settings.

Customer Greeter messages

Customer Greeter messages are heard by the customer at the speaker post. They are typically used to greet customers and inform them of promotional items. Customer Greeter messages are pre-named but not pre-recorded, with the following exceptions; the Store Closed message and Pull Forward message (only for tandem drive-thrus) are pre-recorded. All Customer Greeter messages can be renamed and recorded to meet your store needs.

Reminder messages *

Reminder messages are heard by crew members in their headsets to remind them when routine tasks need to be done. Reminder messages can also be set to play in the ceiling speaker. There are 12 pre-named and pre-recorded Reminder messages that can be named and recorded to meet your store needs. There are also 3 “Empty” messages that can be named and recorded as needed. Reminder messages can be sent to all headsets or targeted only to designated headsets.

Alert messages *

- Alert messages (audio) can be heard by crew members in their headsets to let them know about something that requires attention, such as a door being left open or a customer arriving in the store. Alert messages can be sent to all headsets or only to designated headsets. Alert messages (audio) can also be set to play in ceiling speakers. There are 6 Alert messages that can be triggered by switches in the store that sense conditions such as open doors, and 14 that can be triggered by PC Network commands.
- Alert messages (email/text) can also be sent to designated email recipients, smart phones and other email/texting devices with text information to let the manager know about Alert events in the store.

* Reminder and Alert messages can be assigned either Low or High Priority.

**Low Priority** – If currently playing, Low Priority messages will be terminated when any of these three events occur: A press, B press, car arrival. After a Low Priority message has been terminated, it will not play again until the next trigger event occurs.

**High Priority** – If currently playing, High Priority messages will be interrupted when either of these two events occur: A press, B press. After the interruption has ended, the message will attempt to play again to completion.
Customer Greeter messages are triggered by detection of vehicles in the drive-thru lane, plus time and day.

Reminder messages are triggered by time and day only.

Alert messages are triggered by input signals, plus time and day or Network events.

Under EVENT - S# refers to a switch-triggered alert. N# refers to a Network-triggered alert.
Customer Greeter Settings

To set up the time periods and locations for Customer Greeter messages to be played, or to name and/or record Customer Greeter messages, press the Menu button on the base station LANE STATUS display and then, on the MAIN MENU press the Message Center button.

![Menu and Message Center Screenshots]

Press the Customer Greeter button on the MESSAGE CENTER MENU.

To select a message on the CUSTOMER GREETER display, press the ▲ (up) or ▼ (down) button to scroll up or down to highlight the desired message.

To edit the selected message, press the Edit button.

Rename Message

To change the name of the selected message, press the Rename button on the EDIT CUSTOMER GREETER display.

![Rename Screen Screenshot]

On the Rename display, use the Erase button to clear characters in the current name to change them. Use the ◄, ►, ▲ and ▼ buttons to move the highlight to a character you would like to use in the name. Use the Sel (select) button to enter the highlighted character in the name. When you are finished, press the Back button to save the new name.

NOTE:
The CUSTOMER GREETER and EDIT CUSTOMER GREETER displays shown here are for single-lane operations. For multiple-lane operations, See APPENDIX, Customer Greeter Messages.
Turn Message On/Off

To turn the selected message on or off, press the Message button on the EDIT CUSTOMER GREETER display to highlight either ✔(on) or ✗(off). Press the Back button to save this setting.

Review or Record Message

To review the existing selected message, or to record a new message, press the Review/Record button on the EDIT CUSTOMER GREETER display.

To listen to the existing message, press the Review button on the REVIEW/RECORD MESSAGE display. Follow the instructions under READY TO REVIEW on the display. Press and hold the headset B button. The message will be played only to the headset where the B button is pressed.

To record a new message, press the Record button on the REVIEW/RECORD MESSAGE display.

Follow the instructions under READY TO RECORD on the display. You can record a message up to 16 seconds long while you are pressing the headset B button. The Progress indicator will show you how long you have been recording.

When you finish recording, release the B button and press the Review button on the display, and follow the instructions under READY TO REVIEW to confirm a successful recording.

NOTE: Reviewed messages are played to a specific headset to avoid interfering with lane operations.
Message Schedule

To choose the schedule for the selected message, press the Schedule button on the EDIT CUSTOMER GREETER display.

On the SCHEDULE CUSTOMER GREETER display, press the button for the day you want the selected message to be played.

On the SELECT SCHEDULE TIMES display, select the time period when you want the selected message to play by pressing the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the Edit button.

On the EDIT display, press the Scheduled button to turn the message ✔(on) or −(off) for the selected time period. If you want the message to be on or off during this time period every day, press the Apply to all days? button to select Yes. If No is selected, only the selected day will be affected by this change. Press the Back button to save this setting.

NOTE:
To edit the Start and Stop times for the time periods listed on the SELECT SCHEDULE TIMES display, go to the MESSAGE CENTER MENU and select Edit schedule times.
Message Playback Settings

To edit where the selected Customer message will be heard (in addition to the speaker post), press the Settings button on the EDIT CUSTOMER GREETER display.

On the EDIT CUSTOMER GREETER SETTINGS display, press the button corresponding to the location where you would like the selected message to be heard or not heard, to highlight ✔ (on) or − (off).

If you select Hear customer: ✔ (on), you will hear a customer at the speaker post, together with the selected Customer Greeter message. If you select Hear customer: − (off), you will not hear the customer until the Customer Greeter message has completed.

The Hear in headphones and Hear in ceiling speaker settings allow you to choose whether or not to hear the selected Customer Greeter message in those locations.

If you would like a delay after the Customer Greeter message is triggered until it begins playing, select Delay on the EDIT CUSTOMER GREETER SETTINGS display. On the DELAY BEFORE PLAY display, use the + and − buttons to change the number in the highlighted box, and use the ◄ or ► button to move the highlight to the opposite position.

When you are finished, press the Back button to save the setting.

**NOTE:**

Customer Greeter messages are always directed to the drive-thru speaker in addition to these settings. To stop playback to the drive-thru speaker requires setting the Customer Greeter volume to 0. See Volume Adjustments. For the message to be heard at the drive-thru speaker, the outbound Customer Greeter volume must be adjusted, and then checked at the speaker post.
Reminder Message Settings

To set up the time periods and locations for Reminder Messages to be played, or to name and/or record Reminder Messages, press the Menu button on the base station LANE STATUS display and then, on the MAIN MENU press the Message Center button.

Press the Reminders button on the MESSAGE CENTER MENU.

To select a message on the REMINDER MESSAGES display, press the ▲ (up) or ▼ (down) button to scroll up or down to highlight the desired message. To edit the highlighted message, press the Edit button.

Rename Message

To change the name of the selected message, press the Rename button on the EDIT REMINDER MESSAGE display.

On the Rename display, use the Erase button to clear characters in the current name to change them. Use the ◀, ►, ▲ and ▼ buttons to move the highlight to a character you would like to use in the name. Use the Sel (select) button to enter the highlighted character in the name. When you are finished, press the Back button to save the new name.
**Turn Message On/Off**

To turn the selected message on or off, press the **Message** button on the **EDIT REMINDER MESSAGE** display to highlight either ✔ (on) or ✗ (off). Press the **Back** button to save this setting.

**Review or Record Message**

To review the existing selected message, or to record a new message, press the **Review/Record** button on the **EDIT REMINDER MESSAGE** display.

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset where the **B** button is pressed.

To record a new message, press the **Record** button on the **REVIEW/RECORD MESSAGE** display.

Follow the instructions under **READY TO RECORD** on the display. You will have up to 16 seconds to record a message while you are pressing the headset **B** button. The **Progress** indicator will show you how long you have been recording.

When you finish recording, release the **B** button and press the **Review** button on the display, and follow the instructions under **READY TO REVIEW** to confirm a successful recording.

**NOTE:**

Reviewed messages are played to a specific headset to avoid interfering with lane operations.
**NOTE:**
If the priority is set **Low**, the message may play to completion or be terminated by either an **A** or **B** button being pressed on any headset, or by a car arrival on a given lane. If the priority is set **High**, the message will play to completion. If a high priority message is interrupted by an **A** or **B** button being pressed on any headset for a given lane, it will retry until it is able to play to completion.

**Message Priority**
Reminder messages can be assigned a high or low priority. To set message priority, press the **Priority** button on the **EDIT REMINDER MESSAGE** display to highlight either **High** or **Low**. Press the **Back** button to save this setting.

**Message Schedule**
To choose the schedule for the selected message, press the **Schedule** button on the **EDIT REMINDER MESSAGE** display.

On the **SCHEDULE REMINDER MESSAGE** display, press the button for the day you want the selected message to be played.

On the **SELECT SCHEDULE TIMES** display, select the time period(s) when you want the selected message to play by pressing the **▲** (up) and **▼** (down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.

On the **EDIT** display, press the **Scheduled** button to turn the message **✔**(on) or **−**(off) for the selected time period. If you want the message to be on or off during this time period every day, press the **Apply to all days?** button to select **Yes**. If **No** is selected, only the selected day will be affected by this change.

Press the **Back** button to save this setting.

**NOTE:**
Reminder messages are triggered to play at the beginning of their selected schedule time period(s).

**NOTE:**
To edit the **Start** and **Stop** times for the time periods listed on the **SELECT SCHEDULE TIMES** display, go to the **MESSAGE CENTER MENU** and select **Edit schedule times**.
Message Playback Settings

- **Routing** – To choose where the selected Reminder message will be heard, press the **Settings** button on the **EDIT REMINDER MESSAGE** display, and then press the **Headsets** button on the **EDIT REMINDER SETTINGS** display.

On the **SELECT REMINDER HEADSETS** display, use the ▲(up) and ▼(down) buttons to select a headset number for which you would like to turn the selected Reminder message on or off, and then press the **Edit** button.

To turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✔(on) or -(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight Yes or No.

To save this setting, press the **Back** button.

To have the selected Reminder message heard or not heard in the ceiling speaker(s), press the **Hear in ceiling speaker** button to highlight ✔(on) or -(off).

To have the selected Reminder message heard or not heard in the line out(s), press the **Hear in Line Out** button to highlight ✔(on) or -(off).
Repeats – To have the Reminder message play repeatedly at selected intervals, press the Repeat button on the EDIT REMINDER SETTINGS display. On the REPEAT INTERVAL display, use the ◀ or ▶ button to move the highlight left or right in the Time field for hours, minutes or seconds (HH:MM:SS), and use the + and − buttons to change the number in the highlighted box. Setting the repeat interval to all 0’s disables repeats. To save this setting, press the Back button.
Alert Message Settings

To set up the time periods and locations for Alert Messages to be played, or to name and/or record Alert Messages, press the Menu button on the base station LANE STATUS display and then, on the MAIN MENU press the Message Center button.

Press the Alert messages button on the MESSAGE CENTER MENU.

To select a message on the ALERT MESSAGES display, press the ▲(up) and ▼(down) button to scroll up or down to highlight the desired message. To edit a message, select the message and press the Edit button.

Rename Message

To change the name of the selected message, press the Rename button on the EDIT ALERT MESSAGE display.

On the Rename display, use the Erase button to clear characters in the current name to change them. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character you would like to use in the name. Use the Sel (select) button to enter the highlighted character in the name. When you are finished, press the Back button to save the new name.
**Turn Message On/Off**

To turn the selected message on or off, press the **Message** button on the **EDIT ALERT MESSAGE** display to highlight either ✔ (on) or – (off). Press the **Back** button to save this setting.

**Review or Record Message**

To review the existing selected message, or to record a new message, press the **Review/Record** button on the **EDIT ALERT MESSAGE** display.

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset pressing the **B** button.

To record a new message, press the **Record** button on the **REVIEW/RECORD MESSAGE** display.

Follow the instructions under **READY TO RECORD** on the display. You will have up to 10 seconds to record a message while you are pressing and holding the headset **B** button. The **Progress** indicator will show you how much time you have left. When you finish recording, release the headset **B** button and press the **Review** button on the display, and follow the instructions under **READY TO REVIEW** to confirm a successful recording.

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**NOTE:**
Reviewed messages are played to a specific headset to avoid interfering with lane operations.
NOTE:
If the priority is set **Low**, the message may play to completion or be terminated by either an **A** or **B** button being pressed on any headset, or by a car arrival in a given lane. If the priority is set **High**, the message will play to completion. If a high priority message is interrupted by an **A** or **B** button being pressed on any headset for a given lane, it will retry until it is able to play to completion.

## Message Priority
![EDIT ALERT MESSAGE](image1)
Alert messages can be assigned a high or low priority. To set message priority, press the **Priority** button on the **EDIT ALERT MESSAGE** display to highlight either **High** or **Low**. Press the **Back** button to save this setting.

## Message Schedule

To choose the schedule for the selected message, press the **Schedule** button on the **EDIT ALERT MESSAGE** display.

![EDIT ALERT MESSAGE](image2)

On the **SCHEDULE ALERT MESSAGE** display, press the button for the day you want the selected message to be played.

![SELECT SCHEDULE TIMES (SUN)](image3)
On the **SELECT SCHEDULE TIMES** display, select the time period when you want the selected message to play by pressing the **▲** (up) and **▼** (down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.

![EDIT](image4)
On the **EDIT** display, press the **Scheduled** button to turn the message ✓ (on) or × (off) for the selected time period. If you want the message on or off during this time period every day, press the **Apply to all days?** button to select **Yes**. If **No** is selected, only the selected day will be affected by this change.

To save these settings, press the **Back** button.

**NOTE:**
To edit the **Start** and **Stop** times for the time periods listed on the **SELECT SCHEDULE TIMES** display, go to the **MESSAGE CENTER** **MENU** and select **Edit schedule times**.
Message Playback Settings

- **Routing**: To choose where the selected Alert message will be heard, press the **Settings** button on the **EDIT ALERT MESSAGE** display, and then press the **Headsets** button on the **EDIT ALERT SETTINGS** display.

On the **SELECT ALERT HEADSETS** display, use the ▲(up) and ▼(down) buttons to select a headset number for which you would like to turn the selected Alert message on or off, and then press the **Edit** button.

To turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✔(on) or −(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight Yes or No, and then press the **Back** button.

To have the selected Alert message heard or not heard in the ceiling speaker(s), on the **EDIT ALERT SETTINGS** display, press the **Hear in ceiling speaker** button to highlight ✔(on) or −(off).

To have the selected Alert message heard or not heard in the line out(s), press the **Hear in Line Out** button to highlight ✔(on) or −(off).

**NOTE:**
After selecting ✔(on), to hear the Alert message in the ceiling speaker or Line Out, you must also be sure their volume is set high enough for the message to be heard. To do this, return to the **MAIN MENU** and select **Volume adjust** to make the necessary adjustments.

For multiple-lane operations, see Appendix, Alert Messages.
- **Delay** – To set a delay after the Alert message is triggered until it begins playing, press the Delay button. On the **DELAY BEFORE PLAY** display, use the ◀ or ▶ button to move the highlight left or right in the Delay field for minutes and seconds (MM:LL), and use the + and – buttons to change the number in the highlighted box. To save these settings, press the Back button.

- **Repeats** – To have the Alert message play repeatedly at selected intervals, press the Repeat button on the **EDIT ALERT SETTINGS** display. On the **REPEAT INTERVAL** display, use the ◀ or ▶ button to move the highlight left or right in the Time field for hours, minutes or seconds (HH:MM:SS), and use the + and – buttons to change the number in the highlighted box. Setting the repeat interval to all 0’s disables repeats. To save these settings, press the Back button.

**NOTE:**
The repeat interval does not apply to emails, since they are not repeated for a given message.
Alert Message Email

To compose an email message to be sent to designated recipients when the selected Alert is triggered, select **Message Text** on the **EDIT ALERT MESSAGE** display.

To edit the email text, on the **Message Text** display, use the **Erase** button to clear characters if there is a current email you want to change. Use the◄, ►, ▲ and ▼ buttons to move the highlight to a character you would like to use in the new email text. Use the Sel (select) button to enter the highlighted character in the message. To save the email text, press the **Back** button.

To have the selected Alert message sent to desired email addresses, press the **Emails** button on the **EDIT ALERT SETTINGS** display.

On the **SELECT EMAIL DESTINATIONS** display, use the ▲(up) and ▼(down) buttons to select an email address for which you would like to turn the selected Alert message on or off, and then press the **Edit** button.

To select/deselect the email destination that will receive the email message, press the **Select email destination** button on the **EDIT** display to highlight ✔(on) or –(off).

To select/deselect all email destinations, press the **Apply to all email destinations?** button to highlight Yes or No, and then press the **Back** button.

**NOTE:**

Email destination addresses must have been entered correctly, otherwise no emails will be sent for a given alert trigger. Also, emails must have been turned on, and the correct SMTP Server and SMTP Port must have been entered. Refer to **Email/Texting** on page 50.

**NOTE:**

You may be able to select up to 7 email destinations, depending on your server.
To edit the selected email address, press the **Edit destination address** button on the **EDIT** display. On the **EDIT DESTINATION ADDRESS** display, use the **Erase** button to clear characters in the current email address to change them. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character you would like to use in the address. Use the **Sel** (select) button to enter the highlighted character in the address.

When you are finished, press the **Back** button to save the new email address.
Schedule Times

To set up all the time periods during each day, in which Message Center messages can be scheduled, press the Menu button on the base station LANE STATUS display and then, on the MAIN MENU press the Message Center button.

Press the Edit schedule times button on the MESSAGE CENTER MENU.

There are 12 possible time periods. To select a time period to be edited, use the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods on the EDIT SCHEDULE TIMES display. When the desired time period is highlighted, press the Edit button.

There are 12 possible time periods. To select a time period to be edited, use the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods on the EDIT SCHEDULE TIMES display. When the desired time period is highlighted, press the Edit button.

On the drop-down EDIT SCHEDULE TIMES display, to edit the Start or Stop time, use the ◄ and ► buttons to move the highlight in the Start or Stop field, and use the + and − buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◄ or ► button until the highlight moves from one field to the other.

To save these settings, press the Back button.

NOTE:
Times are in 24 hour format.
Example:
0500 = 5 A.M.
1700 = 5 P.M.
0000 = Midnight

NOTE:
You can schedule a full 24-hour period by setting Start and Stop times the same.
Volume Adjustments

NOTE:
Volume adjustments are normally made or changed only by authorized personnel such as store managers. Making changes to volume adjustments may require a password. If a password is needed, see APPENDIX, Access Control.

In multiple-lane configurations, the VOLUME MENU display will be divided by Lanes. Settings will be similar to those shown for a single lane.

To adjust the volume of inbound and outbound audio, alert tones and message repeater messages, on the base station LANE STATUS display, select Menu and then, on the MAIN MENU select Volume adjust.

Press the buttons on the left side of the VOLUME MENU to select which volume you want to adjust.

In/Out-bound Audio Volume

On the IN/OUTBOUND VOLUME display, select which volume you would like to adjust, and then use the + and – buttons to raise and lower the volume level. The first two settings adjust the audio level to and from the outside speaker/microphone and the third setting adjusts the level of the outbound Customer Greeter message from the Message Center. If a volume is set to 0, that function is turned off and no audio is heard at all. For dual-lane operations, these settings will be available for Lane 1 and Lane 2.

NOTE:
This Outbound audio level will be active whenever any scheduled outbound audio level is not enabled.

To automatically change the volume level of the outside speaker (for example, to lower the volume at night), under Scheduled outbound, select Schedules and then Settings as follows.
Schedules

There are 7 possible time periods. These time periods will only apply to scheduled outbound volume level settings. They will not affect other message schedules.

To select a time period to be edited, use the ▲ (up) and ▼ (down) buttons to scroll through the available time periods. When the desired time period is highlighted, press the Edit button.

On the drop-down EDIT SCHEDULE TIMES display, to edit the Start or Stop time, use the ◀ and ▶ buttons to move the highlight in the Start or Stop field, and use the + and − buttons to change the highlighted numbers.

To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves from one field to the other.

To save these settings, press the Back button.

Settings

To raise or lower an outbound volume level that is active during selected days and times, use the + and − buttons for Outbound volume.

Schedule

To select days when these outbound volume settings can be enabled, on the SCHEDULED OUTBOUND VOLUME SETTINGS display, select Schedule.

On the SCHEDULE OUTBOUND VOLUME display, select the day you want to schedule the outbound volume setting.
On the **SELECT SCHEDULE TIMES** display, select the time period you want to apply to this day by pressing the ▲ (up) and ▼ (down) buttons to scroll through the 7 available time periods. When the desired time period is highlighted, press the **Edit** button.

On the **EDIT** display, press the Scheduled button to highlight ✔ (on) or − (off) for the selected time period. If you want the outbound volume setting to be on or off during this time period every day, press the **Apply to all days?** button to highlight Yes. If No is highlighted, only the selected day will be affected by this change.

If you need help, press the **Help** button.

To save these settings, press the **Back** button.

**CONFIRMATION**

During the day and time any outbound volume setting is scheduled, you can confirm its current activation and level by viewing it in the white box on the **IN/OUTBOUND VOLUME** display.
Ceiling Speaker Volume

To raise and lower the volume levels heard from the ceiling speaker, select Ceiling speaker from the VOLUME MENU and then on the IN/OUTBOUND VOLUME display, select which volume you would like to adjust and use the + and − buttons. If a volume is set to 0, that function is effectively turned off and no audio will be heard at all.

![Ceiling Speaker Volume Display]

To save these settings, press the Back button.

Line In/Out

To raise or lower the volume level to or from any device connected to the base station line output, select Line In or Line Out on the LINE IN/OUT VOLUME display and then use the + and − buttons.

![Line In/Out Display]

To save these settings, press the Back button.

Vehicle Tone in Headset

The VEHICLE TONE VOLUME setting only adjusts the level of alert tones heard in the headsets.

To raise and lower the volume level of alert tones, use the + and − buttons.

![Vehicle Tone in Headset Display]

To save these settings, press the Back button.
Wired Backup System Operation

In order to use a Wired Backup System, you must have a Switcher Board (optional) in your base station. If you have a Switcher Board, you will find a switch on the bottom of your base station as shown in Figure 9.

If you have a single lane drive-thru operation, you will find one switch in the **Lane 1** position

If you have a dual lane drive-thru operation, you may have two Switcher Boards in your base station, in which case you will find two switches on the bottom of your base station, one for **Lane 1** and another for **Lane 2**.

- To use the Wired Backup System, place the switch for **Lane 1** and/or **Lane 2** in the **Backup (In)** position.
- When you have finished using the Wired Backup System, return the switch to the **Wireless (Out)** position.

![Wired backup switches on bottom of base station](image)
Vehicle Detection

You can test the vehicle detector function by simulating a vehicle arrival at the speaker post or menu board. Before doing this, be sure there is no car (or metal object) at the detection point.

Press the Menu button on the base station LANE STATUS display and then press the Vehicle detection button on the MAIN MENU display.

On the VEHICLE DETECTION display, press the Mode button to select Override. This will cause the vehicle alert tone to be played in headsets, followed by inbound audio from the outside speaker. If enabled, a Customer Greeter message will also be played. To return to normal operation, press the Mode button again to select Normal.

If you experience a problem with vehicle detection, such as the inbound audio not shutting off from the outside speaker or no alert tone when a vehicle arrives, you can reset the Vehicle Detector by pressing the Reset detector button on the VEHICLE DETECTION display, and then pressing the Yes button to reset Vehicle Detector(s).

After Reset completed appears and disappears on the display, press the Back button to exit.
Store Settings

To access Store Settings, press the Menu button on the base station LANE STATUS display and then press the More button on the MAIN MENU.

NOTE:
Store settings are normally made or changed only by authorized personnel such as store managers. Making changes to store settings may require a password.

If a password is needed, see APPENDIX, Access Control.

NOTE:
To set a password for the first time, press the Set Password button on the STORE SETTINGS display and use the ◄, ►, + and − buttons to Enter new password on the SET USER PASSWORD display. When you are finished, press the Back button to save the password. In the future, the password will be required to access Message Center, Network, Volume Settings and Store Settings.

User Password

If you need a password, the ENTER USER PASSWORD display will appear. If you do not need a password, the STORE SETTINGS display shown below will appear immediately.

If you have a password, use the ◄ and ► buttons to move the highlighted box left and right in the Enter Password field, and use the + button to put alphabetic characters in the box, or the − button to put numeric characters in the box. Each time you have entered a character of your password, press the ► button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the Clear all button. After entering your entire password, press the Continue button to view the STORE SETTINGS display.

To view additional ADVANCED STORE SETTINGS, press the More button.
Set Date or Time

To make changes to the date or time settings, press the Set date or Set time button on the STORE SETTINGS display.

NOTE:
All times are in 24-hour format.

HINT!
When setting the time, set it a little in advance of the known correct time and then, one second before the correct time matches the setting, press the Back button to restart the clock.

On the SET DATE or SET TIME display, use the ◄ and ► buttons to move the highlight in the Date or Time field, and use the + and − buttons to change the highlighted numbers.

To save these settings, press the Back button.

Set Store Hours

To make changes to the store hours for any day, press the Set store hours button on the STORE SETTINGS display.

NOTE:
If your store is open 24 hours, set the Open time the same as the Close time.

Press the button next to the day you would like to change. Use the ◄ and ► buttons to move the highlight in the Open or Close field, and use the + and − buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◄ or ► button until the highlight moves from one field to the other. If you want these store hours to apply to every day, press the Copy button and then press the Apply to all days? button to highlight Yes. If No is highlighted, these store hours will apply only to the selected day.

To save these settings, press the Back button.
Edit Schedule Times

Up to 12 Schedule Times can be set to establish periods in which messages can be scheduled from the Message Center. Schedule Times can be edited as needed. To make changes to the Schedule Times, press the Edit schedule times button on the STORE SETTINGS display.

On the EDIT SCHEDULE TIMES display, press the ▲ (up) and ▼ (down) buttons to move up and down the list of time periods. You can continue pressing the ▼ (down) button past 7 until you reach 12.

When the time period you would like to change is highlighted, press the Edit button.

Use the ◀ and ▶ buttons to move the highlight in the Start or Stop field, and then use the + and − buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves beyond the end of one field and into the other.

To save these settings, press the Back button.

NOTE:
The EDIT SCHEDULE TIMES display can also be accessed through the MESSAGE CENTER.

NOTE:
Changing these time periods will affect all Message Center message schedules.

NOTE:
If your store is open, and you want a schedule to run for 24 hours, set the Stop time the same as the Start time.
Set User Password

The User password is used to protect the Message Center, Network, Volume Settings and Store Settings menus. This password is not the same as the Installer Password that is used to protect the Installer Settings.

For security purposes, you may need to change the password periodically or when someone’s employment terminates. To do this, press the Set password button on the STORE SETTINGS display. The current password will be shown in the Enter new password field on the SET USER PASSWORD display.

Use the ◀ and ▶ buttons to move the highlighted box in the Enter New field. Use the + button to put alphabetic characters in the highlighted box, or the − button to put numeric characters in the highlighted box. Continuing down from A will take you to numeric characters. Continuing up from 9 will take you to alphabetic characters. Press the ▶ button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the Clear all button. After entering the entire new password, press the Back button twice to save the new password and return to the ADVANCED MENU.

NOTE:
See APPENDIX, Access Control for a description of how passwords are used to control access to EOS|HD menus.
**B to Order Taker**

The **B to Order Taker** feature allows the Order Taker to hear (or not hear) B button communication during A button communication with a customer.

Press the **B to Order Taker** button on the **STORE SETTINGS** display to select ✔(on) to allow the Order Taker to hear B button communication while pressing an A button. If you select ✖(off), the Order Taker will not hear B button communication while pressing an A button.

![STORE SETTINGS screen](image)

To save this setting, press the **Back** button.
VAA Adjustment

VAA settings can be adjusted to eliminate echo, feedback or fluctuating inbound audio levels.

To turn the VAA feature on/off, or to adjust VAA levels, press the More button on the STORE SETTINGS display. On the ADVANCED STORE SETTINGS display, press the VAA button.

**NOTE:**
If you have a multiple-lane drive-thru operation, you will see VAA Lane 1 and VAA Lane 2 on the ADVANCED STORE SETTINGS display. You may need to make this adjustment for each lane.

VAA On or Off:
To turn the VAA feature on or off, press the VAA button to highlight ✔ (on) or − (off).

VAA Sensitivity Level:
This is the volume level of the order taker’s voice required to activate the VAA circuit. If speaking to the customer does not automatically reduce the inbound level, press the VAA sensitivity button and then press the + and − buttons until the inbound audio is reduced while you are speaking to the customer, and returns to normal when you stop speaking.

VAA Attenuation Level:
This is the amount that the inbound volume level is reduced when the order taker speaks to the customer. If the order taker cannot hear the inbound audio at all while speaking, the VAA attenuation can be adjusted to a lower level. To make this adjustment, press the VAA attenuation button and then press the + and − buttons until the desired level is reached. If you do not want any attenuation, turn off VAA without adjusting this setting.
**Restore Installer Settings**

To delete all of your custom settings and return to the original settings made by the EOS|HD installer, press the **Restore installer settings** button on the **ADVANCED STORE SETTINGS** display, and then press the **Restore** button on the **RESTORE INSTALLER SETTINGS** display. The base will automatically reset and restore the installer settings.

**Automatic Volume Control**

When the Automatic Volume Control (AVC) is on, the volume level at the outside speaker will be automatically adjusted to compensate for environmental noise at the speaker post. When there is excessive noise, the level of the order taker’s voice in the speaker will be adjusted up. When it is quiet in the drive-thru area, the level will be adjusted down.

To turn the Automatic Volume Control on or off, press the **More** button on the **STORE SETTINGS** display, and then press the **AVC** button on the **ADVANCED STORE SETTINGS** display to highlight ✔ (on) or ☐ (off).

**NOTE:**

If you have a multiple-lane drive-thru operation, you will see **AVC Lane 1** and **AVC Lane 2** on the **ADVANCED STORE SETTINGS** display. Push either button to turn AVC on or off in each lane.
Phone Headset

If there is an HME Telephone Interface connected to your base station, you can assign one headset to receive incoming telephone calls. To do this, press the **Phone headset** button on the ADVANCED STORE SETTINGs display. On the SELECT PHONE HEADSET display, use the ▼ and ▲ buttons to move the highlight in the Select phone headset field, and then use the + and − buttons to enter number of the headset.

![Phone Headset Display](image1)

To save these settings, press the Back button.

NOTE:
The LCD contrast is set at the factory, and will normally not need to be adjusted.

LCD Contrast

To adjust the light/dark contrast of the base station display, press the More button on the STORE SETTINGS display. On the ADVANCED STORE SETTINGS display, press the **LCD Contrast** button and then press the + (lighter) and − (darker) buttons to adjust the contrast. When you are finished, press the Back button as needed to save the setting and return to the desired display.

![LCD Contrast Display](image2)
Network Settings

If your base station is connected to a computer network, the network settings were set up by the EOS|HD installer. If you need to contact HME Technical Support regarding any problem with your network connection, you may be asked to make changes to the network settings. To do this, select the Menu button on the LANE STATUS display and then select More on the MAIN MENU.

Press the Network button on the ADVANCED MENU display, to open the NETWORK SETTINGS display.

NOTE:
Network settings are normally made or changed only by authorized personnel such as store managers. Making changes to Network settings may require a password.

If a password is needed, see APPENDIX, Access Control.

Basic Network Settings

On the NETWORK SETTINGS display, you must press the button for each item you are requested to change. Each button pushed will cause a display to open, where you may be requested to enter the necessary address for network communication. If you push the More button, the ADVANCED NETWORK SETTINGS display will appear with additional settings.
• **DHCP** – allows the base to automatically acquire its network settings from a DHCP server installed on the local network.

![DHCP settings](image)

To edit this setting, press the **DHCP** button to highlight ✔(on) or ✗(off). If ✗(off) is highlighted, the base will use static network settings that you enter via the NETWORK SETTINGS and ADVANCED NETWORK SETTINGS displays.

• **IP Address** – the internet protocol address of the base, used to identify the base on the local network.

![IP Address settings](image)

To edit this setting, press the **IP Address** button and then, on the EDIT STATIC IP ADDRESS display, use the ◀ and ► buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

• **Subnet** – is a setting used by the base to identify if outgoing network packets are intended for the local network or intended to be routed to an external network via the gateway.

![Subnet settings](image)

To edit this setting, press the **Subnet** button and then, on the EDIT STATIC SUBNET display, use the ◀ and ► buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.

• **Gateway address** – is a router address on the local network used to move network packets from an external network into the local network and vice-versa.

![Gateway address settings](image)

To edit the Gateway address, press the **Gateway address** button and then, on the EDIT STATIC GATEWAY ADDRESS display, use the ◀ and ► buttons to move the highlight to each number you would like to change, and press the + or - button to enter the desired number.
- **DNS1 & DNS2** – are addresses of domain name servers that resolve host/domain names into IP addresses. The DNS servers are used when sending email to a mail server identified by its name.

  ![DNS1 & DNS2](image)

  To edit the DNS address, press the **DNS1** or **DNS2** button and then, on the **EDIT DNS ADDRESS** display, use the ◀ and ► buttons to move the highlight to each number you would like to change, and press the + or − button to enter the desired number.

- **Static DNS** – Typically, DNS addresses are automatically provided by the DHCP server, if the **DHCP** is enabled and **Static DNS** is disabled −(off). If **Static DNS** is enabled, ✔(on), it overrides the DNS1 and DNS2 addresses supplied by the DHCP server, in favor of the static addresses edited on these menus.

  ![Static DNS](image)

  To enable/disable **Static DNS**, press the **DHCP** button, and then press the **Static DNS** button to highlight ✔(on) or −(off).

### Advanced Network Settings

For additional advanced network settings, press the **More** button on the **NETWORK SETTINGS** display.

![Advanced Network Settings](image)

Press the respective button on the **ADVANCED NETWORK SETTINGS** display for each setting you would like to view or change.
- **Host name / Domain name** – These names combine to uniquely identify the base by name, on the network. This name can be used to access the base over the network instead of using the IP address. This feature only works if **DHCP** is enabled on the **NETWORK SETTINGS** display, and a DNS server is installed on the local network, and it is configured to receive updates from the DHCP server.

To enter or change host or domain name, press the **Edit host name** or the **Edit domain name** button on the **ADVANCED NETWORK SETTINGS** display. On the respective **Edit...** display, use the **Erase** button to clear any characters in a current name that you want to change. Use the <, >, ▲ and ▼ buttons to move the highlight to a character you would like to enter in the name, and then press the **Sel** (select) button to enter it. When you are finished, press the **Back** button to save the name.

- **Emails** – The base is capable of sending emails to store managers when alert conditions are triggered in the store. For email settings, refer to **Email/Texting**.

- **TFTP port** – This port is used for transferring files to the base (for updating settings and audio files) and from the base (for reading settings files only). The port value is 69, but can be changed if necessary, or set at 0 to disable the port.

To edit the TFTP port number, on the **EDIT TFTP PORT** display, use the < and > button to move the highlighted box, and then use the + and − buttons to change the number in the highlighted box.
- **Web port** – This port is used for web access of the bases’ web pages, to view control settings, etc. The port value is 80, but can be changed if necessary, or set at 0 to disable the port.

To edit the web port number, on the **EDIT WEB PORT** display, use the ◄ and ► button to move the highlighted box, and then use the + and − buttons to change the number in the highlighted box.

- **Data port** – This port is used for sending HME-supported commands to the base over a TCP/IC socket. The port value is 3255, but can be changed if necessary, or set at 0 to disable the port.

To edit the data port number, on the **EDIT DATA PORT** display, use the ◄ and ► button to move the highlighted box, and then use the + and − buttons to change the number in the highlighted box.

- **Telnet port** – This port is reserved for use by HME Technical Support.

- Press the More button on the **ADVANCED NETWORK SETTINGS** display to access the **BOOTLOADER NETWORK INFO** display.

**NOTE:**

Bootloader information is used by HME Technical Support.
Email/Texting

The base is capable of sending emails to store managers when alert conditions are triggered in the store. For this feature to be used, email settings must be entered, based on network information provided by your IT support.

To edit email settings, press the **Emails** button on the **ADVANCED NETWORK SETTINGS** display.

- To turn emails on or off, on the **EMAIL SETTINGS** display, press the **Emails** button to highlight ✔ (on) or ✗ (off).

- **SMTP Server** – This is the SMTP (mail) server which will convey your emails to the proper email addresses. You can either enter the IP address of the SMTP server or its domain name.

To enter or edit an SMTP server name, press the **SMTP Server** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above.

When you are finished, press the **Back** button to save the name.
- **SMTP User/Password** – To make email more secure, some SMTP servers will require the use of a user name or password.

To enter or edit an SMTP user name or password, press the **SMTP User** or **Password** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◀, ►, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above. When you are finished, press the **Back** button to save the name.

- **SMTP Port** – The SMTP port is usually set to 25. However, some mail servers use a different port. If it is necessary to change the SMTP port number, press the **SMTP Port** button on the **EMAIL SETTINGS** display.

To edit the SMTP port number, on the **EDIT SMTP PORT** display, use the ◀ and ► button to move the highlighted box, and then use the + and − buttons to change the number in the highlighted box.
Email Addresses –
The Source Address is pre-set to hme-base6200@hme.com. This will be the address shown in the “From:” line on alert emails sent to selected destinations. Destination email addresses are those to which alert emails will be sent if Emails are set to ✔(on), on the EMAIL SETTINGS display.
To change the Source Address or Destination addresses, press the Email Addresses button on the EMAIL SETTINGS display.

To enter or edit an email address, press the Source Address or any Destination address button on the EMAIL ADDRESSES display. Use the Erase button to clear a current address. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character you would like to enter in the address, and then press the Sel (select) button to enter it in the highlighted box above.

NOTE:
It is very important that email addresses be entered correctly. If any email address is entered incorrectly, the Message Center Alert emails will not work properly.

When you are finished, press the Back button to save the address.
If your EOS|HD was set up to operate with a PC network, all of the same settings that can be edited on the base station can also be edited on your PC. The following examples show you how to navigate through system settings as they appear on your PC screen.

The EOS|HD provides the ability to view and edit base station configuration settings.

To open the EOS|HD on your PC, enter its IP Address in the address bar on your internet browser as shown below, and then press the Enter key on your keyboard.

Select any category from the Main Menu that you would like to view or edit. Some topics will cause a Secondary Menu bar to appear, from which you can select a sub-topic.

If you click your cursor on an Edit button, an edit bar will appear with setup choices. If you make any setup changes, you must click on the Save button to save your changes. If you do not want to save your changes, or do not make any changes, you can click on any other menu topic, or click on the back arrow at the top-left corner of the browser screen.

NOTE: To find the IP Address, go through the following display path on your base station: LANE STATUS>More>More>More>More.
The EOS|HD interface provides the following web pages:

- **Status** – provides Lane, Message, Base, Version, Network and Copyright information.
- **Vehicle detection** – allows you to control and reset the vehicle detectors on the base.
- **Volume adjust** – allows you to adjust audio volumes.
- **Register headset** – allows you to register one or multiple headsets, or to clear headset registrations.
- **Message Center** – allows you to set up messages to be played to audio destinations as well as in the case of Alert messages, set up text messages to be sent to email and text recipients.
- **Store settings** – allows you to set up store parameters such as date, time, store hours, schedule times, passwords, B to Order Taker, VAA, AVC, Phone headset and LCD contrast, as well as Restore installer settings.
- **Installer settings** – allows you to set up basic operational settings such as Lane configuration, Auto-Hands-Free, Language selection, Speaker post configuration, ClearSound, Phone, Line In/Out routing, Radio options and Vehicle tone, as well as Save installer settings and Restore factory settings.
- **Reports** – allows you to view Message Center settings and headset statistics reports.
- **Diagnostics** – provides information that may be used by HME Technical Support to diagnose problems.
- **Service** – displays all version information and contact information, in case you need assistance from HME Technical Support.
EQUIPMENT CARE AND CLEANING

Handling the Equipment Properly

- When adjusting the position of the headset microphone, hold the boom at its base, not at the microphone end.
- Carry the headset by the headband, not by the earpiece, and never by the microphone boom.
- Use both hands to put the headset on or take it off.

Cleaning the Equipment

**Headsets**

- Remove the battery.
- Clean the battery and headset with a damp sponge sprayed with household cleaner. Squeeze excess liquid out of the sponge before using it.
- Clean the metal battery contacts on the battery and headset as follows. Wet the tip of a swab with alcohol and squeeze the excess alcohol from it. Wipe each contact with the swab and be certain all the contacts are dry before reinstalling the batteries.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

**Battery Charger**

Avoid splashing water or grease on the battery charger. Clean the battery charger monthly as follows.

- Remove all batteries from the battery charger.
- Clean the battery charger case with a damp sponge. Wet the sponge and wring it out so it is damp, not dripping wet. Spray household cleaner on the sponge (NOT DIRECTLY ON THE EQUIPMENT). Clean the battery charger with the sponge and dry it thoroughly.
- Wet the tip of a cotton swab with rubbing alcohol and squeeze the excess alcohol from the swab. Wipe the metal contacts inside each battery port with the damp swab. Allow the contacts to dry before placing batteries in the ports.

**CAUTION:**

Always unplug the battery charger before cleaning it.
## Troubleshooting

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>PROBABLE CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Battery failed” is heard in headset when power button is pressed.</td>
<td>Battery may be defective. Battery contacts may be dirty.</td>
<td>Replace battery. Call HME.* Clean battery contacts with alcohol.</td>
</tr>
<tr>
<td>“Headset failed” is heard in headset when power button is pressed.</td>
<td>Headset may be defective. Headset battery contacts may be dirty.</td>
<td>Use another headset. Call HME.* Clean headset battery contacts with alcohol.</td>
</tr>
<tr>
<td>You hear your echo in headset earpiece when you speak into headset microphone.</td>
<td>Outside speaker and microphone may not be properly installed.</td>
<td>Be sure speaker and microphone are isolated from each other, and are tightly mounted with enough foam packed around each of them to absorb vibrations.</td>
</tr>
<tr>
<td></td>
<td>Outbound and/or inbound audio level may be set too high.</td>
<td>Set outbound audio level just high enough to be heard by customers. Lower inbound audio to comfortable level.</td>
</tr>
<tr>
<td></td>
<td>VAA level may need to be adjusted.</td>
<td>Adjust VAA level to reduce inbound audio level when you are speaking into the headset microphone. Adjust VAA attenuation level to reduce inbound audio level when you are speaking into the headset microphone. <strong>NOTE:</strong> If the inbound level is too low, you will not hear the customer.</td>
</tr>
<tr>
<td>No sound is heard in headset when you press button A and speak into microphone.</td>
<td>Power may be off at base station. Power supply in base station may not be working. Headset power may not be on. Volume may not be set correctly. Battery may be low or defective. Headset may be defective. Headset may not be registered.</td>
<td>Be sure HME logo and other lights on base station are lit. Check circuit breaker for building. Be certain power adapter is plugged into AC electrical outlet, and is connected to J3 on base station audio circuit board. Press power button on headset. Be certain power light goes on and switches from red to green. Adjust volume with Volume-up and down buttons. Check Power light. If not lit, replace battery. Use another headset. Call HME.* Register headset.</td>
</tr>
<tr>
<td>Channel A or B is not working.</td>
<td>Headset power may not be on. Battery may be low or defective. A1/A2 or B1/B2 light on base station does not light when headset button A or B is pressed. Headset may not be registered.</td>
<td>Press power button on headset. Be certain power light goes on and switches from red to green. Check Power light. If not lit, replace battery. Use another headset. Call HME.* Register headset.</td>
</tr>
<tr>
<td>Outbound sound is too low.</td>
<td>Outbound volume may be set too low for environment.</td>
<td>Adjust outside speaker volume level.</td>
</tr>
<tr>
<td>No outbound sound; Customer cannot hear anything.</td>
<td>System may be set for speed team. There may be loose wires on outside speaker or base station circuit board. Defective speaker or base station.</td>
<td>Check speed-team setting. Check vehicle present light (car) on base station. Check outside speaker wire connections on J6 or J14 in base station and at outside speaker. Call HME.*</td>
</tr>
<tr>
<td>PROBLEM</td>
<td>PROBABLE CAUSE</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Customer cannot be heard in push-to-talk (PTT) operation.</td>
<td>System may be set for speed team.</td>
<td>Check speed-team setting.</td>
</tr>
<tr>
<td></td>
<td>Base station may be set for wrong drive-thru mode (full or half-duplex).</td>
<td>Check drive-thru mode setting.</td>
</tr>
<tr>
<td>Only intermittent voice can be heard in headsets.</td>
<td>Transmitter antenna connectors on base station transceiver circuit board may be loose or damaged.</td>
<td>Be certain antennas are screwed securely onto base station. Check transmitter antenna cable connection at ANT1 and ANT2 on left side of transceiver circuit board. Call HME.*</td>
</tr>
<tr>
<td></td>
<td>Circuit board may be defective.</td>
<td>Call HME.*</td>
</tr>
<tr>
<td></td>
<td>VAA level is too sensitive.</td>
<td>Reduce VAA level.</td>
</tr>
<tr>
<td>Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.</td>
<td>Circuit board may be defective.</td>
<td>Check to see if A1/A2 and B1/B2 lights on base station are lit when buttons are pressed. Call HME.*</td>
</tr>
<tr>
<td></td>
<td>Headset may be defective.</td>
<td>Use another headset. Call HME.*</td>
</tr>
<tr>
<td>No tone or sound is heard in ceiling speaker or headsets when vehicle enters drive-thru lane.</td>
<td>Power interruption may have caused vehicle detection circuit to be out of balance.</td>
<td>When no vehicle is in the drive-thru lane, reset vehicle detector.</td>
</tr>
<tr>
<td></td>
<td>System may be set for speed team.</td>
<td>Check speed-team setting.</td>
</tr>
<tr>
<td></td>
<td>Connector may be loose.</td>
<td>Check all connectors in base station. Call HME.*</td>
</tr>
<tr>
<td>Personnel cannot hear customers in ceiling speaker or headsets.</td>
<td>There may be loose wires on base station circuit board.</td>
<td>Check all wire insertions to connectors on base station circuit boards.</td>
</tr>
<tr>
<td></td>
<td>System may be set for speed team.</td>
<td>Check-speed-team setting.</td>
</tr>
<tr>
<td></td>
<td>Outside speaker, audio circuit board or vehicle detector board failed.</td>
<td>Call HME.*</td>
</tr>
<tr>
<td></td>
<td>VAA attenuation set too high.</td>
<td>Reduce attenuation.</td>
</tr>
<tr>
<td>Headset has intermittent sound.</td>
<td>Battery may be low.</td>
<td>Replace battery.</td>
</tr>
<tr>
<td></td>
<td>Headset may be defective.</td>
<td>Use another headset. Call HME.*</td>
</tr>
<tr>
<td>There is still sound in headset after all customers have been served.</td>
<td>Base station may be to override position.</td>
<td>On the VEHICLE DETECTION menu, be certain the Mode setting is in the Normal position.</td>
</tr>
<tr>
<td></td>
<td>Vehicle detector may be locked up.</td>
<td>On the VEHICLE DETECTION menu, select Reset Veh Detect.</td>
</tr>
<tr>
<td>Battery charger is not working.</td>
<td>Charger may not be plugged in.</td>
<td>Be certain charger is plugged in.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If it still is not working, call HME.*</td>
</tr>
<tr>
<td>“Registration failed” message heard in headset. Lights stay red.</td>
<td>Base station power not on.</td>
<td>Be sure HME logo and other lights on base station are lit. If no light is lit, be sure power adapter is plugged into electrical outlet, and is connected to J3 on base station audio circuit board.</td>
</tr>
<tr>
<td></td>
<td>Registration button not pushed.</td>
<td>Repeat registration procedure. Call HME.*</td>
</tr>
</tbody>
</table>

* Service Call

For information to contact HME Technical Support, press the Menu button on the base station LANE STATUS display and then press the Service button on the MAIN MENU, or press the Help button below the display screen.
Base Station Internal Connectors and Controls

1. ANT1 antenna connector
2. ANT2 antenna connector
3. Switcher board connectors, J4-Lane 1
4. Switcher board connectors, J13-Lane 2
5. Ethernet connector, J12
6. Power connector, J3
7. Ceiling speaker connector, J1-Lane 1, J11-Lane 2
8. Outside speaker/microphone connector, J6-Lane 1, J14-Lane 2
9. Line in/out connector, J7-Lane 1, J16-Lane 2
10. Early warning>alert connector, J9-Lane 1, J19-Lane 2
11. Remote switch connector, J2
12. Reset switch
13. Telephone connector, J15
14. Doors connector, J5
15. Vehicle detector board (VDB) connector, J10-Lane 1, J20-Lane 2

Figure 9. Base station internal connectors and controls
**Diagnostics**

If you make a service call to HME Technical Support, you may be asked to have diagnostics performed automatically by the base station. If so, press the **Menu** button on the base station **LANE STATUS** display and then press the **More** button on the **MAIN MENU**.

On the **ADVANCED MENU**, press the **Diagnostics** button, and then select the test requested by the Technical Support representative. If requested, press the **More** button for additional advanced diagnostics.
**EQUIPMENT SPECIFICATIONS**

**Base Station**
- Voltage input: 24VDC ±2.5V
- DC current input: 2.5A maximum
- Audio distortion: 5% maximum level
- Outside speaker output: 3 watts RMS into 8 ohms
- Ceiling speaker power: 3 watts RMS into 8 ohms
- TX/RX frequency: 2400MHz – 2483.5MHz
- Dimensions: 9.75"H x 13"W x 3.5"D (248 mm x 330 mm x 89 mm)
- Weight: 3.25 lbs (1.47 kg) maximum

**Headset**
- Battery type: 3.6V Lithium ion
- Battery life: 11 - 13 hours (typical)
- RF frequency: 2400MHz – 2483.5MHz
- Weight: 3.53 oz (100 gm) with battery

**Battery Charger**
- Voltage input: 16.5VAC
- Charging time: 2.5 hrs maximum
- Dimensions: 5.56" x 4.25" x 1.69" (141 mm x 108 mm x 43 mm)
- Weight: 12.03 oz (341 gm) with bracket
**IMPORTANT NOTICES**

**FCC Regulation**

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by HM Electronics, Inc. could void the users authority to operate this equipment.

The antenna(s) used for the base transmitter must be installed to provide a separation distance of at least 7.87 inches (20 cm) from all persons, and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device has been designed to operate with the antennas or antenna kits listed below, and having a maximum gain of 2dBi. Antennas/Kits not included in this list or having a gain greater than 2dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.

1. Antenna: NEARSON, S181TR-2450R, 2dBi
2. Antenna Kit: HME, EC20 (P/N G28493-1), 0dBi
3. Antenna Kit: HME, EC10 (P/N G27706-1)

**Industry Canada (IC)**

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.


“Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.”

**CE**

Hereby, HM Electronics, Inc. declares that the EOS|HD is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

**Waste Electrical and Electronic Equipment (WEEE)**

The European Union (EU) WEEE Directive (2002/96/EC) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most HME products being sold into the EU as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user’s responsibility to dispose of the user’s waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.
Regulatory Model Numbers
The EOS|HD Base Station, BASE6200, has a Regulatory Model Number of 1401. The EOS|HD Headset, HS6200, has a Regulatory Model Number of 1402. The EOS|HD Beltpac, COM6200, has a Regulatory Model Number of 1403.

Brazil
“Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução 242/2000, e atende aos requisitos técnicos aplicados” Para maiores informações, consulte o site da ANATEL  www.anatel.gov.br

China
BASE6200 (1401) Regulatory ID number — CMIIIT ID: 2014DJ4271
HS6200 (1402) Regulatory ID number — CMIIIT ID: 2014DJ4272

Indonesia
BASE6200 (1401) Regulatory ID number — 37991/SDPPI/2014 3710
HS6200 (1402) Regulatory ID number — 38040/SDPPI/2014 3710

Korea
해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음 이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

Russia
BASE6200 (1401) Regulatory ID number — RU C-US.ME06.B.01386
HS6200 (1402) Regulatory ID number — RU C-US.ME06.B.01387

Taiwan
注意！
依據低功率電波輻射性電機管理辦法第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信規定作業之無線電信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Thailand
This telecommunication equipment conforms to NTC technical requirements.

UAE
BASE6200
TRA REGISTERED NO.
ER38444/14
DEALER NO.
1020640

HS6200
TRA REGISTERED NO.
ER38227/14
DEALER NO.
1020640
Multiple-Lane Operation

Dedicated Mode

In multiple-lane operations only, an Activate dedicated mode setting appears on the OPERATOR MODE display. In the dedicated mode, headset users only hear vehicle arrival tones and audio for their own lane.

To set up dedicated mode operation, select Menu on the LANE STATUS display and then select Operator mode on the MAIN MENU.

On the OPERATOR MODE display, press the Activate dedicated mode button to select ✔(on). When you want to return to normal operation, you must select –(off). Press the Dedicated HELP button for additional explanation.
Multiple-Lane Message Center Settings

Customer Greeter Messages

In multiple-lane operations, Customer Greeter messages can be set to play in Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the Edit button on the CUSTOMER GREETER display, and then press the Event button to highlight Lane 1, Lane 2 or Lane 1/2.

Reminder Messages

In multiple-lane operations, Reminder messages can be set to play in the ceiling speaker and Line Out for Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the Settings button on the EDIT REMINDER MESSAGE display and the, on the EDIT REMINDER SETTINGS display, press the Hear in ceiling speaker and Hear in Line Out buttons to highlight Lane 1, Lane 2 or Lane 1/2.

Alert Messages

In multiple-lane operations, Alert messages can be set to play in the ceiling speaker and Line Out for Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the Settings button on the EDIT ALERT MESSAGE display and the, on the ALERT MESSAGE SETTINGS display, press the Hear in ceiling speaker and Hear in Line Out buttons to highlight Lane 1, Lane 2 or Lane 1/2.
Access Control of EOS|HD Menus

The EOS|HD menus are designed to be easily accessible by store personnel, but can be protected by a USER PASSWORD to prevent unauthorized changes.

- Store settings menus, Network settings menu, Message Center menus and Volume adjustment menus can be protected if a User Password is created in the Store Settings. These menus can be accessed using the User Password (provided by HME if the User Password is forgotten).
- When the password has been entered to access a menu, it will no longer be required to access other protected menus, as long as there is menu activity. After 5 minutes of no menu activity, the password will again be required to enter the protected menus. This also applies to protected web pages.

<table>
<thead>
<tr>
<th>Password required</th>
<th>Menus</th>
</tr>
</thead>
</table>
| None              | Status screens  
Detector menus (Speed team, Reset vehicle detectors)  
Registration menus  
Diagnostics menus  
Service screen |
| User password     | Store settings menus  
Network settings menus  
Message Center menus  
Volume adjustment menus |

If a password is required, you will see one of the following displays.

**NOTE:**
Some settings are protected by an Installer Password that is available only to the installer or other HME-authorized personnel.

To enter a password, use the ◀ and ► buttons to move the highlighted box left and right in the Enter Password field, and use the + button to put alphabetic characters in the box, or the – button to put numeric characters in the box. Each time you have entered a character of your password, press the ► button to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the Clear all button. After entering your entire password, press the Continue button.
INSTRUCTIONS

Planning to set up your HME EOS|HD Message Center is easy to do when you follow these three simple steps.

STEP ONE: Choose your CUSTOMER GREETINGS, EMPLOYEE REMINDERS, and ALERTS

TIP: Schedule only a few messages at a time and change them often to improve your customers’ and employees’ awareness. Choose from several common messages provided in your HME EOS|HD, or record your own unique messages. (See Page 16 in your EOS|HD Operating Instructions manual for a list of pre-programmed messages.)

- 3 or 4 CUSTOMER GREETINGS that play to your customers when they arrive at the menu board
- 2 or 3 REMINDERS that play to your employees to remind them of important tasks such as hand washing
- 1 or 2 ALERTS that notify the employees when something needs immediate attention such as when the back door is left open

STEP TWO: Determine WHEN and WHERE the messages play

- CUSTOMER GREETINGS play through the speaker at the menu board, and the headsets and ceiling speakers. REMINDERS and ALERTS are played through any or all headsets and/or grill speaker. Playing REMINDER and ALERT messages to ALL headsets is the default setting and is most commonly used
- A REPEAT interval can be set if you want a REMINDER to be played throughout the day. For example, set the repeat interval for 60 minutes, the task reminder of hand washing will play every 60 minutes.
- A DELAY can be set for an ALERT when you want to be notified if something has occurred for a specific period of time. For example, set the delay to ALERT you when the back door has been left open for five minutes.

STEP THREE: Create your message schedule for the messages listed in STEP TWO

- CUSTOMER GREETINGS can be scheduled to change with your day-part business. For example, schedule one greeting for breakfast, another for lunch and dinner, and a third to promote an all-day special.

TIP: A default STORE CLOSED message can play automatically to cars that arrive after the store is closed, and stop playing when the store opens. To use this feature, you must make sure the store hours are set correctly. (See page 41 in your EOS|HD Operating Instructions manual.)

- REMINDERS and ALERTS are commonly scheduled to play ALL DAY and typically use the delay or repeat feature

- The message SCHEDULE can be customized by day, although it is most commonly the same for every day of the week
HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

EXAMPLE PLANNER

CUSTOMER GREETINGS

<table>
<thead>
<tr>
<th>NAME</th>
<th>START TIME</th>
<th>STOP TIME</th>
<th>HEADSETS</th>
<th>CEILING SPKR</th>
<th>DELAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>BREAKFAST</td>
<td>06:00</td>
<td>11:00</td>
<td>✔️ (on)</td>
<td>✔️ (on)</td>
<td>03</td>
</tr>
<tr>
<td>LUNCH/DINNER</td>
<td>11:00</td>
<td>20:00</td>
<td></td>
<td></td>
<td>00</td>
</tr>
<tr>
<td>DRINK PROMO</td>
<td>06:00</td>
<td>01:00</td>
<td>✔️ (on)</td>
<td>✔️ (on)</td>
<td>05</td>
</tr>
</tbody>
</table>

REMINDERS

<table>
<thead>
<tr>
<th>NAME</th>
<th>START TIME</th>
<th>STOP TIME</th>
<th>REPEAT</th>
<th>HEADSETS</th>
<th>CEILING SPKR</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAND WASHING</td>
<td>06:00</td>
<td>01:00</td>
<td>1 Hr</td>
<td>ALL</td>
<td>YES</td>
</tr>
<tr>
<td>CHANGE SANITIZER</td>
<td>06:00</td>
<td>01:00</td>
<td>4 Hr</td>
<td>ALL</td>
<td>YES</td>
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ALERTS

<table>
<thead>
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<th>CEILING SPKR</th>
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</thead>
<tbody>
<tr>
<td>BACK DOOR DAY</td>
<td>06:00</td>
<td>01:00</td>
<td>5 min</td>
<td>5 min</td>
<td>ALL</td>
<td>YES</td>
</tr>
<tr>
<td>BACK DOOR NIGHT</td>
<td>20:00</td>
<td>01:00</td>
<td>5 min</td>
<td>1 min</td>
<td>ALL</td>
<td>YES</td>
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SCHEDULE

<table>
<thead>
<tr>
<th>START TIME</th>
<th>STOP TIME</th>
<th>NOTES</th>
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</thead>
<tbody>
<tr>
<td>06:00</td>
<td>11:00 am</td>
<td>Customer Greeting #1</td>
</tr>
<tr>
<td>11:00</td>
<td>20:00 pm</td>
<td>Customer Greeting #2</td>
</tr>
<tr>
<td>06:00</td>
<td>01:00 am</td>
<td>Customer Greeting #3, Reminder #1 and #2</td>
</tr>
<tr>
<td>06:00</td>
<td>01:00 am</td>
<td>Alert #1</td>
</tr>
<tr>
<td>20:00</td>
<td>01:00 am</td>
<td>Alert #2</td>
</tr>
</tbody>
</table>

NOTE: You can set up to 12 different time schedules.
HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

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</tbody>
</table>
# HME EOS|HD Message Center Quick Start Guide

**Right Message, Right People, Right Time!**

## CUSTOMER GREETINGS

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