HME

SYS6700HD
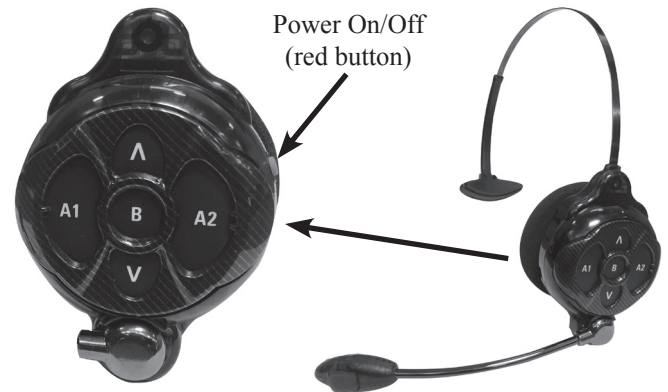## Drive-Up Communication System
Operating in Full-Duplex

HEADSET OPERATION

Power On/Off - **Red button**

Headset volume Up / Down – **Λ** / **V**

Select & talk to next customer – **A1** or **A2 button**

Disconnect from customer – **B button**

Power On/Off (red button)

	Push To Talk	One-Touch Hands Free
Mode Setup	**With the power off:** Press **V** + **B** + **Power**, then release the buttons	**With the power off:** Press **Λ** + **B** + **Power**, then release the buttons
Routine Operation	**Customer Arrival Alert Sound** ➤ Double beeps for drive-up stalls ➤ Single beeps for drive-thru lane **Press & hold A1 or A2 button** ➤ Stall number or "drive-thru" heard in headset ➤ Speak to customer **Release A1 or A2 button** ➤ Listen to customer **Press & release the B button** ➤ End communication with customer	**Customer Arrival Alert Sound** ➤ Double beeps for drive-up stalls ➤ Single beeps for drive-thru lane **Press & release A1 or A2 button** ➤ Stall number or "drive-thru" heard in headset ➤ Speak and Listen to customer **Press & release the B button** ➤ End communication with customer

If there are more customers waiting to be served, you will automatically be alerted for the customer who pushed the call button first. Customers in the drive-thru lane will be served ahead of customers in drive-up stalls.

CHANGING THE BATTERY

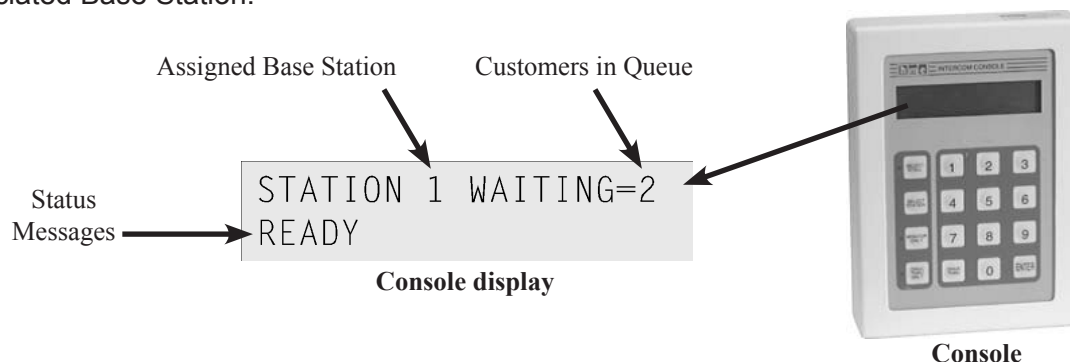If you hear "Battery low" or "Change battery" in your headset:

➤ Slide battery-release latch in direction of arrow

➤ Place battery in battery-charger port for recharging

➤ Install fully charged battery in headset

Battery-release button (blue)

Battery

CONSOLE OPERATION

The Console is a stationary control panel used to display messages and provide manual control for activities pertaining to its associated Base Station.

Assigned Base Station   Customers in Queue

Status Messages →

```
STATION 1 WAITING=2
READY
```

Console display

Console

➤ The SELECT STATION button and buttons 1 through 4 are used to <u>select</u> or <u>change</u> your Base Station assignment. Be sure your headset's Base Station (1-4) appears on the console display BEFORE continuing. Press (in sequence) the SELECT STATION button, the Base Station number (1-4), and then press ENTER.

➤ The SELECT STALL button and buttons 0-9 are used to manually select a stall number. You can then communicate with the customer through your headset. Press the SELECT STALL button, and then use the number keys to select a stall and then press ENTER. Communicate with the customer. Press the headset **B button** to end communication.

➤ The DRIVE-THRU ONLY button is used to assign an operator to drive-thru service only.

➤ To enter or exit drive-thru only mode, press the DRIVE THRU ONLY button and then press ENTER.

SYS6700HD OPERATING MODES

HME stand-alone mode (Non-POS mode)

➤ Calls are answered and disconnected using the headset's **A** or **B button**.

➤ Reply times are not captured or shared with the POS or back office system.

➤ Console is used to connect to a stall and to enable or disable drive-thru only mode.

If the store's POS System integrates with the HME SYS6700, you can select and enable the following Operating Modes (refer to the POS system operating instructions):

HME mode

➤ Calls are answered and disconnected using the headset's **A** or **B button**.

➤ The Console or POS order taker station can be used to connect to a stall and to enable or disable the drive-thru only mode.

➤ The POS operating system screen displays the current call queue, headsets in use and the base station number.

➤ Reply times are displayed on the POS operating screen and stored in the back office system for above store reporting by Infor.

➤ Users must sign-in and indicate their base station number (same as headset number).

POS Only mode

➤ Employees must be in front of the POS order taker station to engage a guest in the stall.

➤ Only management may enable or disable this mode.

➤ Calls may be answered only by pressing the button on the POS order taker station (NOT the **A button** on the headset). Disconnect using the headset's **B button**.

➤ Users must sign-in and indicate their base station number (same as headset number).