

# EOS | HD® Headset Quick Start Guide

## How to Register an EOS | HD Headset or Belt-Pac

During the installation of your EOS | HD system, each headset or belt-pac was registered to the base station. If you replace or add a new headset or belt-pac, it must be registered before it can be used.

### To begin registration:

- Press any triangular button on the base station to illuminate home screen
- Press *Menu* button on lower left of screen
- On MAIN MENU screen, press *Register headsets* button

*Please note that a maximum of 15 headsets or belt-pacs can be registered to the base station. If the maximum number is reached, the base station HEADSET REGISTRATION screen will indicate that 0 or more headsets can be registered. To register additional headsets, the inactive ones need to be cleared. To clear inactive headsets, refer to instructions at the bottom of this page.*

### Next, put the headset or belt-pac into registration mode:

- Power off headset or belt-pac by holding *power* button for three seconds
- Press and hold *power* button for five seconds
- Above headset control panel, you will see a flashing red and green light and hear a voice in headset state "registration"
- On belt-pac, two red lights will flash next to A1 and A2 buttons

*Please note that the instructions on the base station TO REGISTER HEADSETS screen, are an alternative way to put the headset or belt-pac into registration mode.*

### Complete registration on base station:

- On HEADSET REGISTRATION screen, press *Register headsets* button
- If you are registering only one headset or belt-pac on TO REGISTER HEADSETS screen, press *Register single* button
- If you are registering more than one headset or belt-pac, press *Register multi* button
- Solid green light will appear on headset or belt-pac once registered and ID number will appear on base station screen

## How to Clear Inactive EOS | HD Headsets or Belt-Pacs

- On base station, press any triangular button to illuminate home screen
- Press *Menu* button on lower left of screen
- On MAIN MENU screen, press *Register headsets* button
- On HEADSET REGISTRATION screen, press *Clear inactive* button
- Turn on all headsets you do not want to inactivate
- Press *Clear inactive* button
- Press *Back* button below base station screen to return to HEADSET REGISTRATION screen

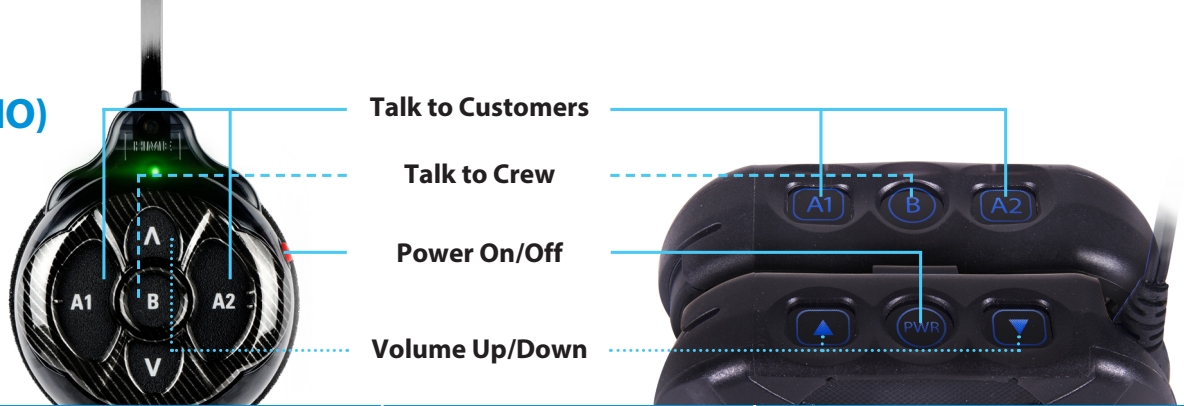
**For help, call 800.848.4468 (options 1-2-3) or email [support@hme.com](mailto:support@hme.com)**

EOS | HD — Look for the unique earpiece design.

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## All-in-One (AIO) Headset & Belt-Pac Operation



Mode	One-Touch Hands-Free In this mode, press and release A1 or A2 button to talk to customer.	Push-to-Talk In this mode, press and hold A1 or A2 button to talk to customer.	Auto Hands-Free In this mode, talk to customer without pressing buttons. Only one headset at a time is allowed to be in this mode. <i>Contact HME to enable this mode.</i>
Mode Setup	With power off: <ul style="list-style-type: none"> <li>Press ▲ + B + Power</li> <li>Release buttons</li> </ul>	With power off: <ul style="list-style-type: none"> <li>Press ▼ + B + Power</li> <li>Release buttons</li> </ul>	With power off: <ul style="list-style-type: none"> <li>Press ▲ + A1 or A2 + Power (A1 for Lane 1; A2 for Lane 2)</li> <li>Release buttons</li> </ul>
Single Lane & Tandem Operation	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>Touch-Release A1 or A2</li> <li>Speak/Listen to customer</li> <li>Touch-Release A1 or A2</li> <li>Communication ends</li> </ul> <p><i>In tandem operations, Order Taker 1 uses the A1 button for customers at order point 1 and Order Taker 2 uses A2 button for customers at order point 2</i></p>	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>Press &amp; hold A1 or A2</li> <li>Speak to customer</li> <li>Release to listen</li> </ul>	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>Speak/Listen to customer <i>Toggle mute/unmute by pressing A1/A2.</i></li> <li>Communication ends <i>System auto-unmutes when next customer arrives if still muted.</i></li> </ul> <p><i>In tandem operations, only Order Taker 1 can operate in Auto Hands-Free mode</i></p>
Dual Lane Operation	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>1 beep = Lane 1</li> <li>2 beeps = Lane 2</li> <li>Touch-Release A1 for Lane 1</li> <li>Touch-Release A2 for Lane 2</li> <li>Touch-Release opposite button to change lanes</li> <li>Speak/Listen to customer</li> <li>Touch-Release A1 or A2</li> <li>Communication ends</li> </ul>	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>1 beep = Lane 1</li> <li>2 beeps = Lane 2</li> <li>Press &amp; hold A1 for Lane 1</li> <li>Press &amp; hold A2 for Lane 2</li> <li>Speak to customer</li> <li>Release A1 or A2 to listen</li> </ul>	<ul style="list-style-type: none"> <li>Customer arrives</li> <li>Alert tone in headset</li> <li>1 beep = Lane 1</li> <li>2 beeps = Lane 2</li> <li>Speak/Listen to customer <i>Toggle mute/unmute by pressing A1 or A2.</i></li> <li>Communication ends <i>System auto-unmutes when next customer arrives if still muted.</i></li> </ul>
Crew Talk	With power off: <ul style="list-style-type: none"> <li>Press B + A2 + Power</li> <li>Release buttons</li> <li>Touch-Release B to speak/listen to crew</li> <li>Touch-Release B again</li> <li>Communication ends</li> </ul>	With power off: <ul style="list-style-type: none"> <li>Press B + A2 + Power</li> <li>Release buttons</li> <li>Press &amp; hold B to speak to crew</li> <li>Release to listen</li> </ul>	

### Change Battery

If you hear a "Battery low" or "Change battery" voice prompt, follow these steps:

- Press & hold battery-release button and remove battery  
*Blue button on AIO headset or red button behind belt clip on belt-pac*
- Place battery in battery charger
- Install fully charged battery in headset or belt-pac

### Check Headset or Belt-Pac Status

With power off:

- Press A2 + ▼ + Power
- Release buttons
- Voice prompt in headset will announce current operating mode

### Change Voice Prompt Language (Spanish & French)

With power off:

- Press A1 + ▼ + Power
- Listen for voice prompt in headset
- Repeat steps to cycle through all languages

**For help, call 800.848.4468 (options 1-2-3) or email [support@hme.com](mailto:support@hme.com)**

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