



**HME**

®

HOSPITALITY & SPECIALTY  
COMMUNICATIONS

# NEXEO | HDX™ Crew Communication Platform

## User's Guide

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# IMPORTANT SAFETY AND USAGE INFORMATION

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*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.

## Battery Disposal



HME cares about the environment. Please consult the laws and regulations within your municipality regarding the proper disposal of expired or discarded batteries.

## Regulatory & Compliance

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See the - Regulatory, Compliance & Safety Guide online under NEXEO | HDX at:  
<https://www.hme.com/qsr/drive-thru-user-manuals/>

# Patent Information

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The NEXEO | HDX™ Wireless System is covered by the following US patents:

10,826,765	10,756,973	10,756,972	10,520,629	10,484,241
10,263,843	10,024,993	9,917,731	9,885,799	9,639,906
9,408,022	10,993,088	11,310,634	11,356,561	11,452,073
11,463,491				

Additional patents are pending.

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Illustrations used in this guide showing equipment or system components are only representations and may differ from the actual product. They are also subject to change without notice.

The screenshots used in this guide are only for illustrative purposes. The data and values displayed are simulated and do not reflect actual data from a real store or restaurant.

HME is not responsible for equipment malfunctions due to errors made in other language translations based upon the original English version.

Congratulations on your investment! You are now equipped with the best wireless system available for your business needs. The NEXEO® system is designed for but not limited to Quick Service Restaurants (QSRs) and Stores that utilize a drive-thru. It delivers a clear, easy, and efficient way of communicating with your crew and customers. The Base Station offers a user-friendly touchscreen that provides you with an enhanced range of customizable communication options that will help optimize the efficiency of your business.

## Equipment

Your basic system includes:

- **Base Station:** This is the control center for your entire system. All peripheral devices and connected components are controlled from here. Headsets are paired here for use, and your system is also configured here. The Base Station also provides feedback on the status of system components such as headsets, speakers, and batteries. (Fig. 1.1.)
- **Headset:** The headset allows you to communicate with other crew members within a store and/or with customers in a drive-thru lane environment. (Fig. 1.2.)
- **Remote Transceiver:** This device facilitates wireless communication between the headsets and the Base Station. Up to four Remote Transceivers can be connected to a Base Station (additional Transceivers extend range to provide greater coverage in larger premises). (Fig. 1.3.)
- **Battery Charger:** This unit allows you to charge up to four headset batteries at a time and also provides feedback on the current condition of each battery docked. Charger activity can be monitored via the Base Station or the charger can be used independently as a stand-alone charger. (Fig. 1.4.)
- **Speaker/Microphone** (not shown): These include external speakers and microphones found in speaker posts or menu board enclosures typically located in drive-thru lanes. These devices facilitate 2-way communication between the store and customers at menu boards, kiosks, and in drive-thru lanes. In-store ceiling speakers can also be connected to the Base Station.



Fig. 1.1

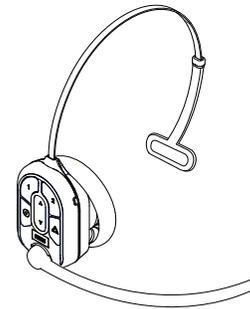


Fig. 1.2

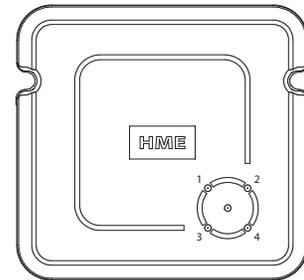


Fig. 1.3

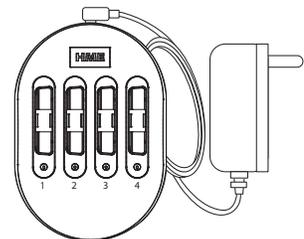


Fig. 1.4

## The Three Tiers of the NEXEO Platform.

This guide covers all features offered by the NEXEO | HDX system. However, the features available are dependent on which tier you have purchased. Table 1.1 shows the features available with each tier. Each tier also has two drive-thru lane configurations: Single Lane or Dual Lane (Dual Lane includes Dual Lane, Y-Lane, and Tandem Lane setups).

NEXEO   Core	NEXEO	NEXEO   Pro
<p>Includes:</p> <ul style="list-style-type: none"> <li>• Second-generation wideband HD audio</li> <li>• Touchscreen interface</li> <li>• Improved message center</li> <li>• Simplified headset pairing</li> <li>• At-a-glance system health diagnostics</li> <li>• HME CLOUD® connectivity               <ul style="list-style-type: none"> <li>• System updates</li> <li>• Settings and controls consistency</li> <li>• Device support</li> </ul> </li> </ul>	<p>Includes all the features of NEXEO Core, plus:</p> <ul style="list-style-type: none"> <li>• Enhanced crew communication               <ul style="list-style-type: none"> <li>• Crew profiles</li> <li>• Crew communication</li> <li>• 1:1 communication</li> </ul> </li> <li>• Hands-free voice commands</li> <li>• Integrated ZOOM Nitro® alerts</li> <li>• Support for larger store formats               <ul style="list-style-type: none"> <li>• Expanded range and coverage</li> <li>• Expanded safety options</li> </ul> </li> </ul>	<p>Includes all the features of NEXEO Core and NEXEO, plus:</p> <ul style="list-style-type: none"> <li>• VAIO-ready platform uniquely designed to provide the best bot audio experience (VAIO is a Voice AI Ordering system that uses a bot instead of a person to handle drive-thru orders)</li> <li>• Seamless integration with third-party store systems to provide actionable alerts in real-time</li> </ul>

Table 1.1

**Grayed-out or unavailable features:** Depending on your tier subscription, some features may not be available. When you tap/click on an unavailable feature, a dialog box like the one in Fig. 1.5 will appear. In this example, the subscription only covers a Single Lane. If your store expands to include another lane, you can request a subscription upgrade to enable the Dual Lane configuration. Follow the prompt in the dialog box to upgrade. System tiers are also covered in the Help chapter of this guide (see “System Tiers” on page 37).

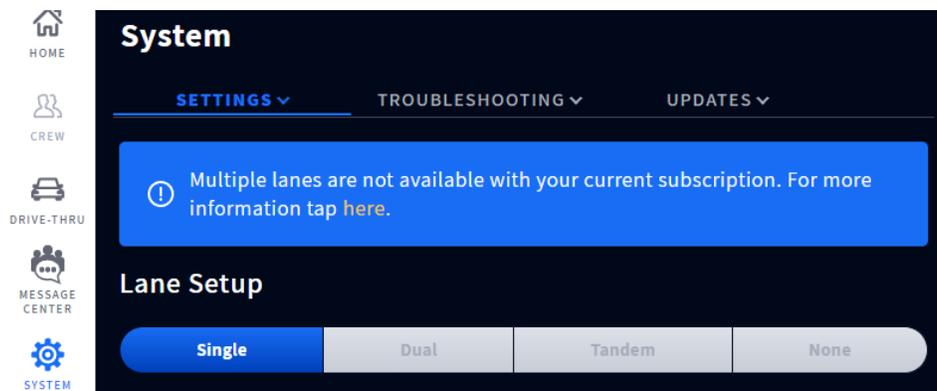


Fig. 1.5

## The Home Screen

The interactive HOME screen provides you with a complete overview of your system at a glance. Innovative smart features enhance ease of use while color-coded indicators provide a quick visual status of a feature or component. Once your system is installed, it is initially configured by the installer to your specifications. Fig. 1.6 shows your HOME screen. The small dots  in the center of the screen indicate the number of available screens, while the blue dot indicates the current screen displayed. Click on a dot or drag/swipe the screen to the left or right to view the other screens. Fig. 1.6 shows you the status of all system components connected to the Base Station.

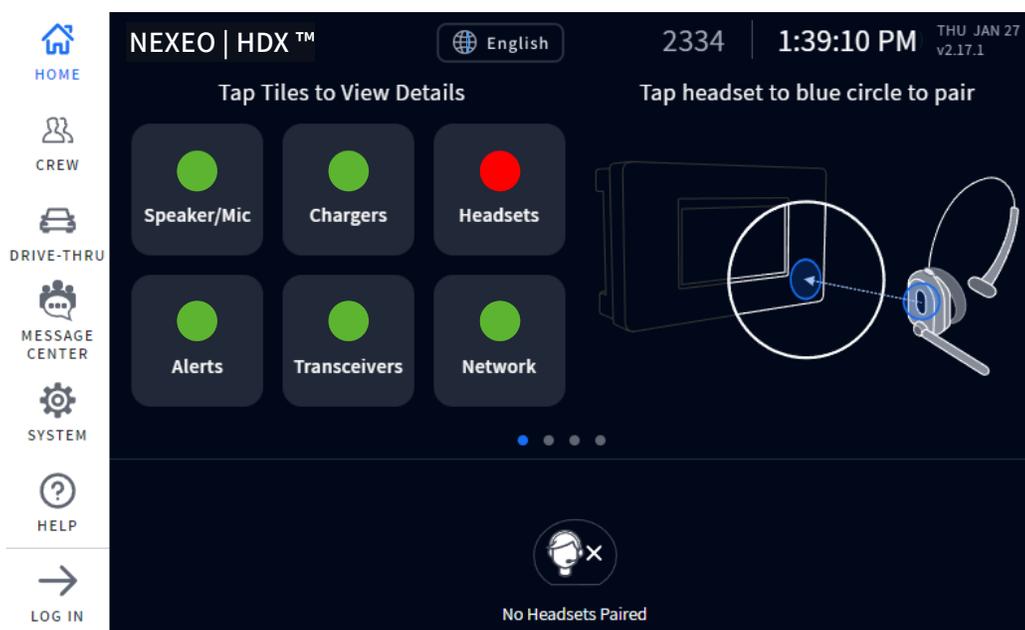


Fig. 1.6

Color-coded indicators are used to give a quick visual status of a feature or component.

- 
**Speaker/Mic** A green indicator means that the feature/component is online, active, and functioning properly. In this example, the Speaker/Mic Post components are connected and functional.
- 
**Headsets** A red indicator means that the feature/component is offline, inactive, or not functioning properly. In this example, there are no headsets detected; a headset needs to be paired with the system for this indicator to turn green.
- 
**Transceivers** A yellow indicator is a transitional state, such as when the Transceiver is scanning for available channels. The indicator turns green once the Transceiver finds an available channel. When seen on the Speaker/Mic tile it can also mean poor loop detector health. This alert means that corrective action is needed to prevent further degradation and possible failure.
- 
**Chargers** A gray indicator means that no AC70 Battery Charger is detected. **Note:** This indicator is gray instead of red because the AC70 Battery Charger doesn't need to be connected to the Base Station to be functional; it can function independently. If you wish to monitor the AC70 Battery Charger via the Base Station, position it within 10 ft (3 m) of the Base Station for this indicator to turn green (the AC70 Battery Charger must also be powered on).

Tap on a component or feature on the home screen to expand it for more details (see Fig. 1.7).

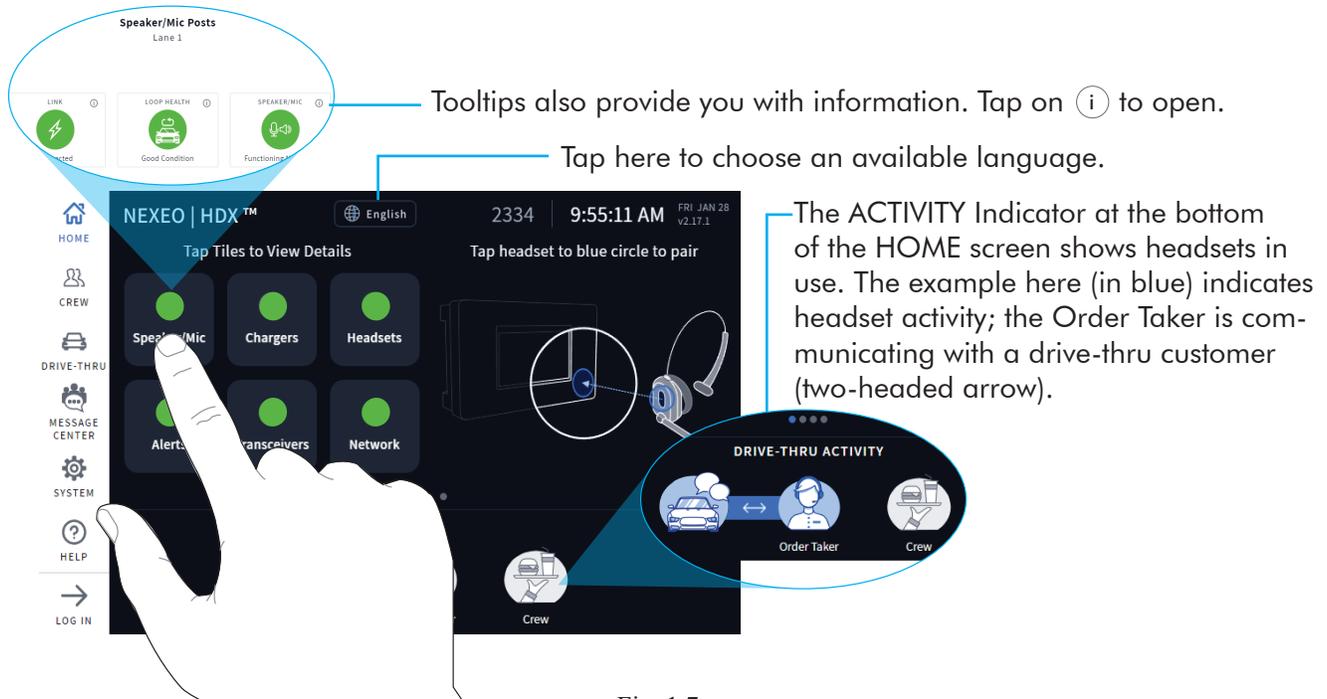


Fig. 1.7

Feature	Description
	<b>Link:</b> checks that the Post and Base Station are communicating. <b>Loop Health:</b> checks that the vehicle detection loop is functioning properly. <b>Speaker/Mic:</b> checks that the speaker and microphone for this lane are functioning properly.
	<b>Traffic:</b> shows how many conversations are happening now. <b>In Use:</b> shows how many headsets are currently in use. <b>Status:</b> provides a headset status, those functioning normally or not.
	<b>Status:</b> This tells you whether the transceiver is online or not. <b>Remote Transceiver:</b> This the transceiver's unique id/serial number. <b>Details:</b> This informs you if the transceiver is functioning properly or otherwise.
	<b>Battery Status of Ports 1 - 4:</b> Each port tile tells you the status of the battery docked in it, whether it is charging, fully charged, dead or unauthorized. Tap on any of the port tiles to expand for more details such as charging time, charge cycles, charging current, temperature, and serial number.  Note: Battery charging status is also indicated by the LEDs on the AC70 Battery Charger. See Table 1.2 for details.
	<b>Alert:</b> System alerts can be viewed here. Alert details include name, date, and time.
	<b>Network:</b> This provides you with your LAN (Local Area Network) and HME CLOUD status.

Table 1.2

Fig. 1.8 shows the HOME screen with the sidebar menu on the left. A four-digit PIN is required to access most menu options (see “Permissions and Log in” on page 14 of this chapter). Each menu option is covered by a chapter in this guide as assigned here in Fig. 1.8.

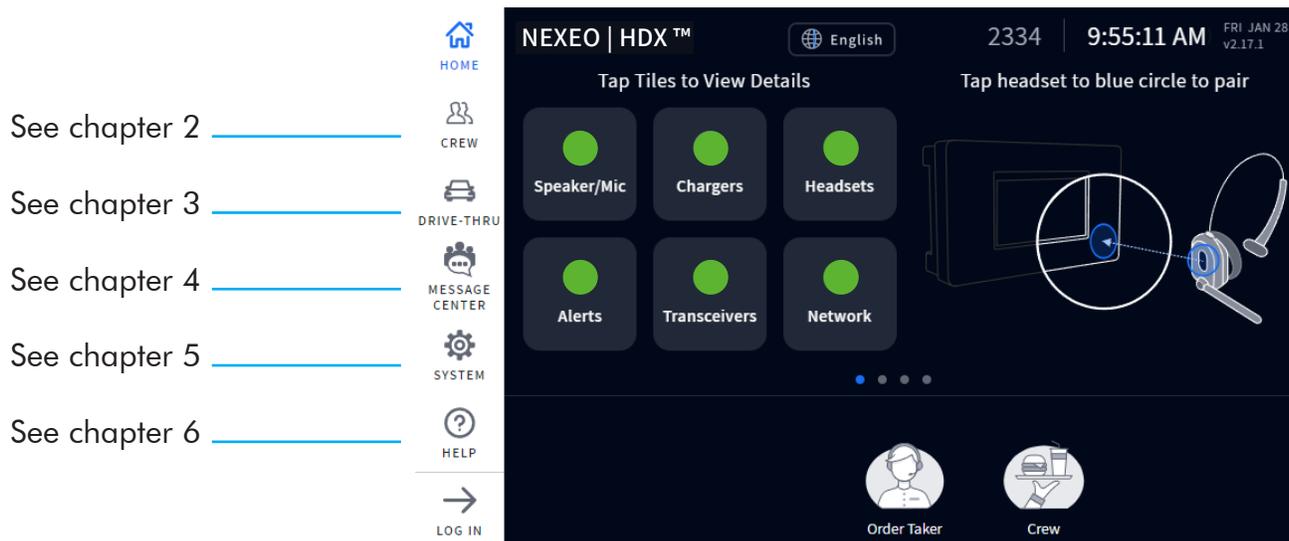
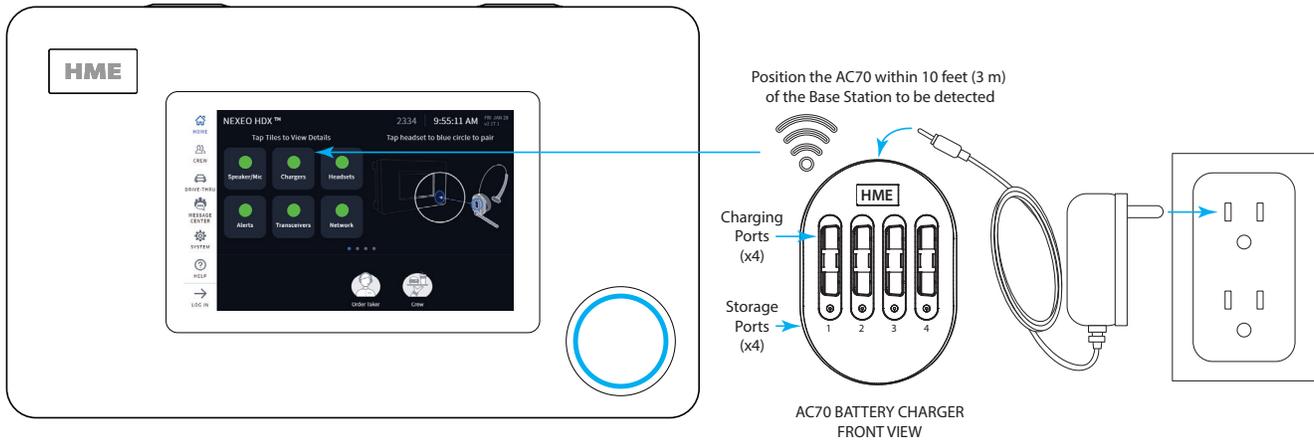


Fig. 1.8

# Smart Battery Charger (AC70) Overview



NOTE: The four ports on the sides of the AC70 are for storage only, they do not charge batteries. Only use the top four ports for charging.

Fig. 1.9

1. Connect the power adapter to the AC70 and plug the other end into a wall outlet. When positioned within 10 feet (3 m) of the Base Station, the **Chargers** indicator on the HOME screen will change from ● (gray) to ● (green), see Fig 1.9.  
**Note:** The AC70 will still charge batteries outside of this range, but charging status cannot be monitored via the Base Station HOME screen (the indicator remains gray when out of range).
2. Insert a battery into any charging port to begin charging (even new batteries need to be charged). Batteries are keyed to only fit one way, and are easily docked with minimal effort. Do not force fit.
3. Tap the **Chargers** tile on the HOME screen to view charging status (if within range). Fig. 1.10a shows that Ports 2 and 3 have docked batteries. The battery in Port 2 is charging while the battery in Port 3 is fully charged.

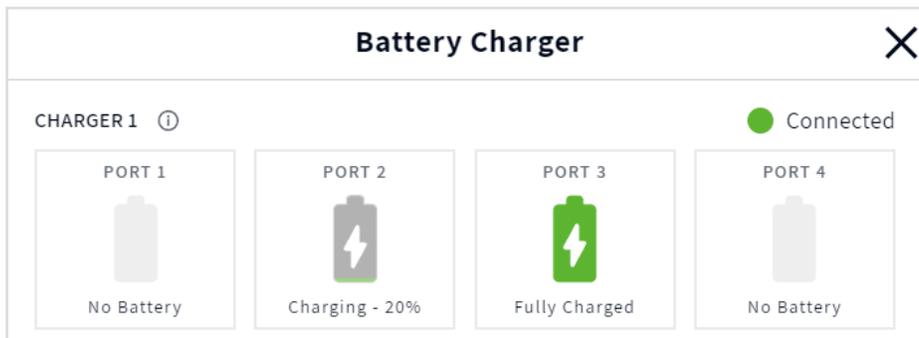


Fig. 1.10a

**Note:** The Base Station can support two AC70 Chargers. When the **Chargers** tile on the HOME screen is tapped, both chargers will be visible (if both are within Base Station range), see Fig. 1.10b. Also, when a battery has exhausted its life, the charger screen will prompt you to replace the battery. See the example shown in Fig. 1.10b (Charger 2 Port 3).

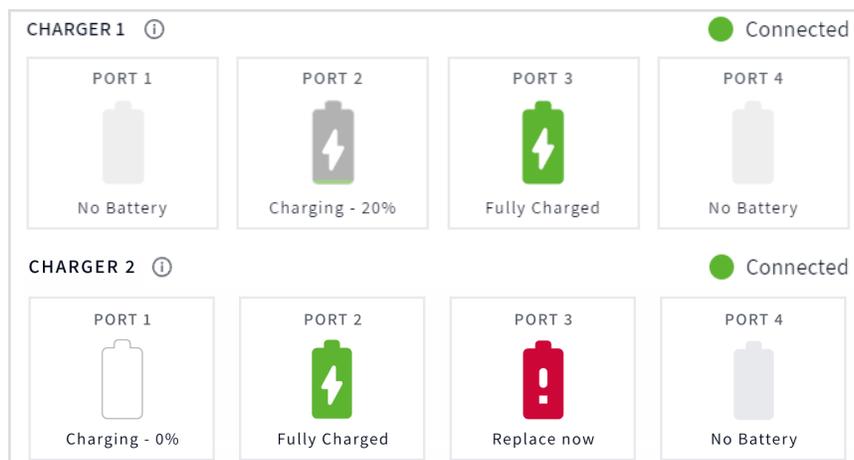


Fig. 1.10b

4. Tap on a port tile for more battery details. For example, in Fig. 1.11, the third tile (Port 3) was tapped, prompting additional details to be displayed about the battery docked in this port.

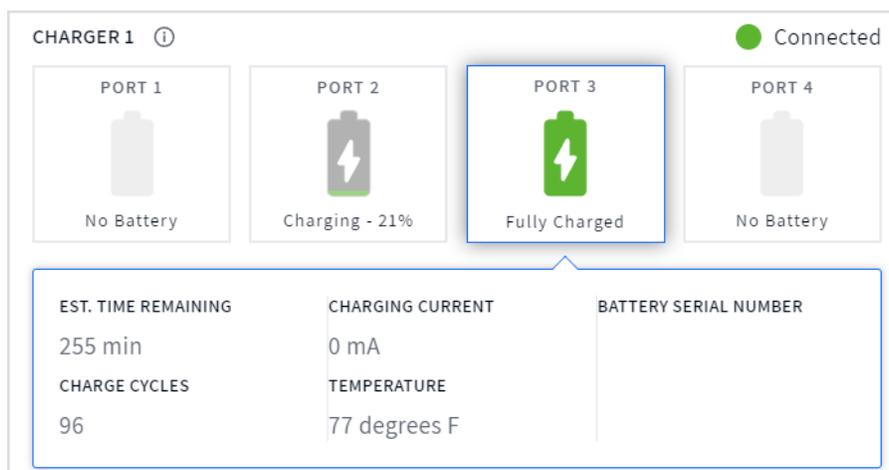


Fig. 1.11

**Note:** Use the LEDs on the AC70 charger to monitor the status if it is out of range (see Table 1.3).

AC70 LED Reference Table		
LED	Color	Status/Description
	Green	Flashing Green = Charging
		Solid Green = Fully charged
	Red	Flashing Red = Incompatible battery
	Red/Yellow	Flashing Red & Yellow (alternating) = Fault condition

Table 1.3



HME cares about the environment. Please check with your municipal laws or guidelines for the proper disposal of dead lithium-ion batteries.

# Headset (HS7000) Overview

The AIO HS7000 Headset (Fig. 1.12) is an all-in-one wireless headset. It uses one BAT70 lithium-ion battery. Under normal use, the headset will operate for approximately eight hours on a single battery charge and will alert you when the battery charge is low.

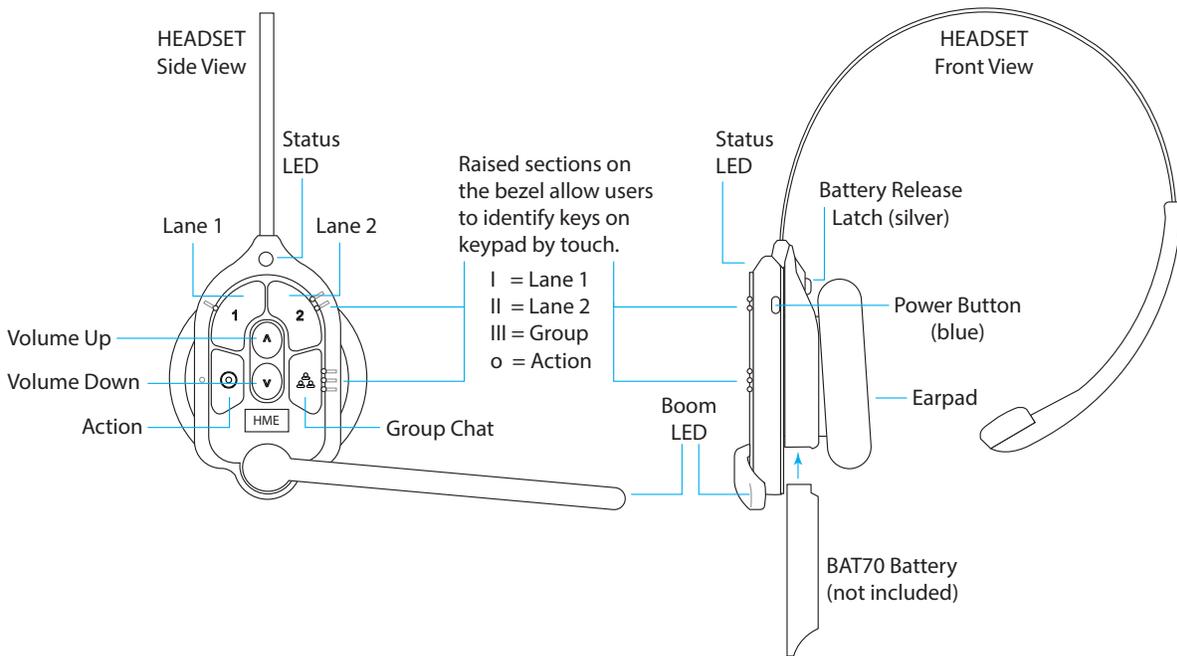


Fig. 1.12

Headset Keypad Reference Table				
Icon	Label	Status LED	Boom LED	Status/Description
1	Lane 1	Green	Green	Tap to talk to lane 1. The Status LED flashes green while the Boom LED turns on solid green (with audible single-tone confirmation). Tap again to stop (two-tone confirmation).
2	Lane 2	Red	Red	Tap to talk to lane 2. The Status LED flashes red while the Boom LED turns on solid red (with an audible single-tone confirmation). Tap again to stop (with two-tone confirmation).
	Volume Up			Tap to increase volume (the headset beeps become louder as confirmation). Press and hold to maximize volume to loudest.
	Volume Down			Tap to decrease volume (the headset beeps become quieter as confirmation). Press and hold to minimize volume to quietest.
	Group/Crew			Tap for group chat. Both Status and Boom LEDs flash quickly, alternating red & green. (with an audible single-tone confirmation). Tap again to stop (with two-tone confirmation). The Status LED changes to a solid yellow in listen-only mode.
	Action			If the headset is set to answer phone calls. Tap once to answer, tap again to end call. Press the 1 or 2 key twice to put the phone call on hold and talk to a respective lane. Press 1 or 2 once followed by the Action key to return to call. Press again to end call.

**Notes:** Both the Status and Boom LEDs flash slowly, alternating colors when the headset needs to be paired. A yellow Status LED indicates a low battery. The low battery Status LED is also accompanied by audio prompts.

**Voice commands:** See "Voice Commands" on page 9.

**Audio Feedback:** The headset also provides audio feedback when specific functions are initiated.

**Push-to-Talk mode:** Press and hold any audio key (L1, L2 or Group Chat) to use in this mode (there is an audible single-tone confirmation). Release to cease communication and exit this mode (there is an audible two-tone confirmation).

Table 1.4

## Voice Commands

This option allows headset users to operate their headset using voice commands instead of having to touch the headset keypad to do so. The following table provides you with a list of available voice commands. All voice commands must be initiated by the command “OK NEXEO” followed (within ten seconds) by a specific command prompt listed in Table 1.5.

**NOTE:** Voice commands are not available with NEXEO | Core, to upgrade, see “System Tiers” on page 37. Voice commands must also be enabled on the base station in order to use this option. See Voice Commands under System “Settings” on page 27.

When the OK NEXEO command is initiated the Status and Boom LEDs illuminate white, you then have a time frame of about **10 seconds** to continue with the command. If no command is issued within this time frame, you’ll receive an error tone. Repeat it by beginning the entire command again.

Voice Command Table			
How to:	Say:	Status LED	Boom LED
Begin conversation with Lane 1 customer	OK NEXEO, talk to Lane 1	Flashes Green 	Flashes Green 
Begin conversation with Lane 2 customer	OK NEXEO, talk to Lane 2	Flashes Red 	Flashes Red 
Change to listen only to Lane 1 group	OK NEXEO, Lane 1	Solid Green 	Solid Green 
Change to listen only to Lane 2 group	OK NEXEO, Lane 2	Solid Red 	Solid Red 
Set volume level*	OK NEXEO, volume # (1-15)	No effect	No effect
Increase volume*	OK NEXEO, volume up	No effect	No effect
Decrease volume*	OK NEXEO, volume down	No effect	No effect
Change to the opposite lane’s group	OK NEXEO, change lane	Solid Red  when switching to lane 2 Solid Green  when switching to lane 1	Solid Red  when switching to lane 2 Solid Green  when switching to lane 1
Person-to-Person call** E.g., OK NEXEO, call Jane	OK NEXEO, Call [name of person]. - Tap  to exit	Solid White 	Solid White 
Call a specific group/position*** E.g., OK NEXEO, call Front Counter	OK NEXEO, Call [name of position]. - Tap  to exit	Flashes Green  and Red 	Flashes Green  and Red 

Table 1.5

- \* Volume up and Volume down commands increase or decrease the volume one level at a time. But you can also use a numerical value to jump to a desired level. The valid audible range is 1 - 15, with 1 being the quietest, and 15 being the loudest. 0 is mute.
- \*\* The person you are calling must have their name in the Crew Profile directory, see Fig. 1.22 for example. You cannot call an individual if they are using the headset as a guest. First names, last names, or full names can be used. For example, if there are two crew members with the same first name, then the headset will prompt you to use the last name of the person you wish to talk to. You must tap  on the headset to exit this state and return to your previous status.
- \*\*\* The group you are calling must be a current designated position, see Fig. 1.23 for example. You must tap  on the headset to exit this state and return to your previous position.

## Navigating the Screen

Almost every option or feature displayed on the Base Station screen has a small ⓘ icon next to it. This is a tooltip (see Fig. 1.13). When you tap or hover over this icon, an information dialog opens, defining what this option/feature is or does.



Fig. 1.13

Most screens have active areas which are editable; these may include any of the following:

**Direct Access Fields:** These are fields you can type directly into. When you tap in this field, a pop-up keyboard also opens (see Fig. 1.14). This allows you to enter information using the touch screen (without the need for a physical keyboard).

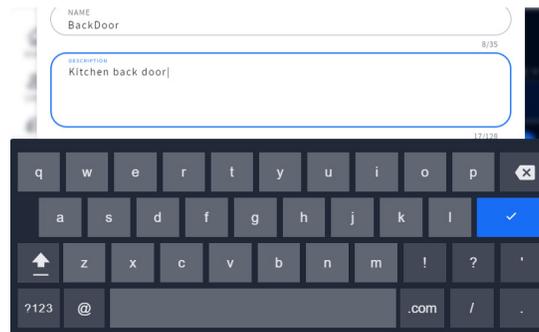


Fig. 1.14

**Adjustment Counters:** Some active areas such as time fields are edited by tapping on the field (see Fig. 1.15). Tap on a number above or below the blue field to change. Continue doing so until the desired number is in this field. The minute and second fields are controlled separately.

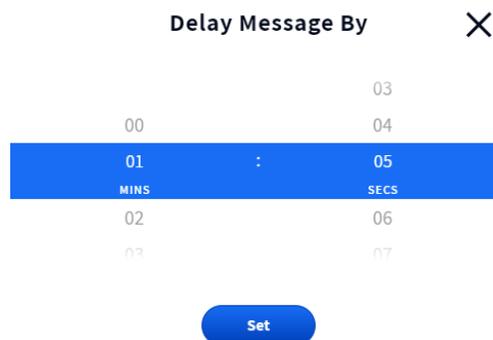


Fig. 1.15

**On/Off Toggles:** Tapping an **OFF/ON** toggle turns it on (if its current status is off, or off if its current status is on). Fig. 1.16 shows two features, one in the OFF state, the other in the ON state).



Fig. 1.16

**Drop-down and Pop-out Lists:** The down-arrow  $\nabla$  in a field or next to the field indicates there are more options available to choose from. The More icon (ellipsis icon: the three vertical blue dots in Fig. 1.17) also indicates there are more options to choose from. Tap on the arrow or More icon to open the list and select from the available options.

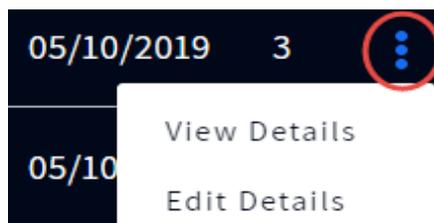


Fig. 1.17

**Sliders:** Some adjustments, such as volume controls, are made using a slider bar. Touch the slider knob and drag it to the right to increase the value or to the left to decrease the value. Or, you can use the + or - sign on either end of the slider for single-step adjustments. The blue number next to the slider knob indicates the current setting, while the minimum and maximum values are listed at the start and end of the slider bar, respectively (see Fig. 1.18 ).



Fig. 1.18

# Getting Started with Pairing and Log In

## PAIRING

Before you can start using your system, you must first pair your headset with the Base Station. Pairing links the headset to the Base Station, allowing it to recognize your headset and communicate with it. The Base Station will sense when a headset is placed next to the blue pairing ring and will begin pairing (see Fig. 1.19 ). Fig. 1.20 shows how the blue pairing ring responds once it senses a headset within range. The solid blue pairing ring turns to a swirling green ring indicating that pairing is in progress. Pairing is complete and successful when the swirling green becomes a solid green circle. Headset registration also happens automatically with the initial pairing of a headset.

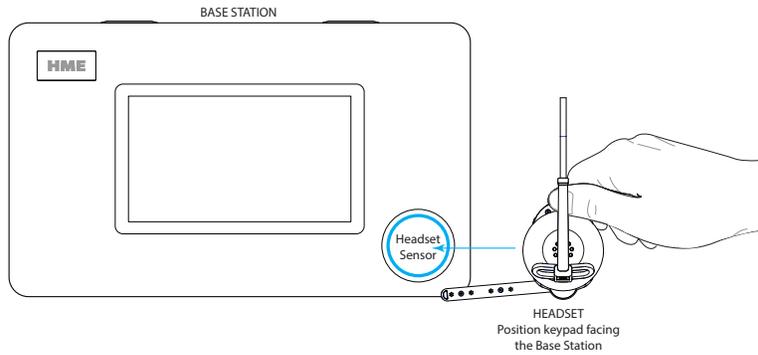


Fig. 1.19

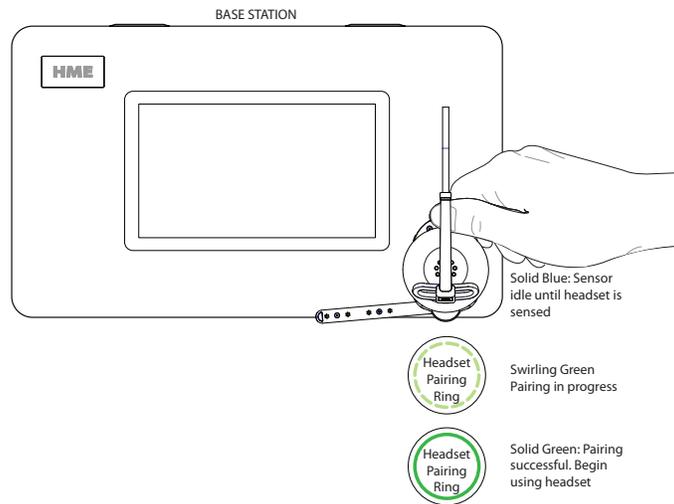


Fig. 1.20

If your headset has a low battery, a battery level low alert (  ) is displayed prompting you to resolve the situation before proceeding. Either charge the battery or replace it with a fully charged one.

**NOTE:** *If pairing fails (indicated by a red swirling pairing ring), try again by holding the headset steady, centered, and flush against the Headset Pairing Ring (headset movement and distance from the Pairing Ring can cause pairing errors).  
Pairing will also fail once the battery level drops to approximately 5% or below.*

Once your headset is successfully paired, one of two dialog boxes appears. If there are no crew profiles set up in the system, then Fig. 1.21 will appear. Tap the **No, Skip** button to continue as a guest (this will open the “Select Your Position & Options dialog,” see Fig. 1.23). Or, tap the **Yes, Add New Crew Profile** button (this will open the Create Crew Profile dialog, see “Chapter 2 - Crew” on page 16 and Fig. 2.2).

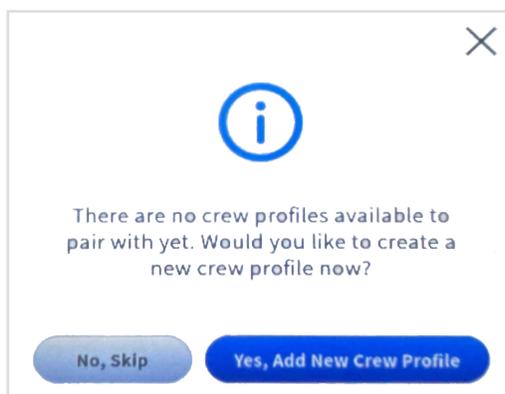


Fig. 1.21

If there is an existing Crew Profile, then the **Select Your Name To Pair** dialog opens (see Fig. 1.22). Tap on your name if it already exists (names are listed in alphabetical order, so you may have to scroll down the list to find it), or tap on the **Continue as guest** option in the upper left corner if you don't have a profile.

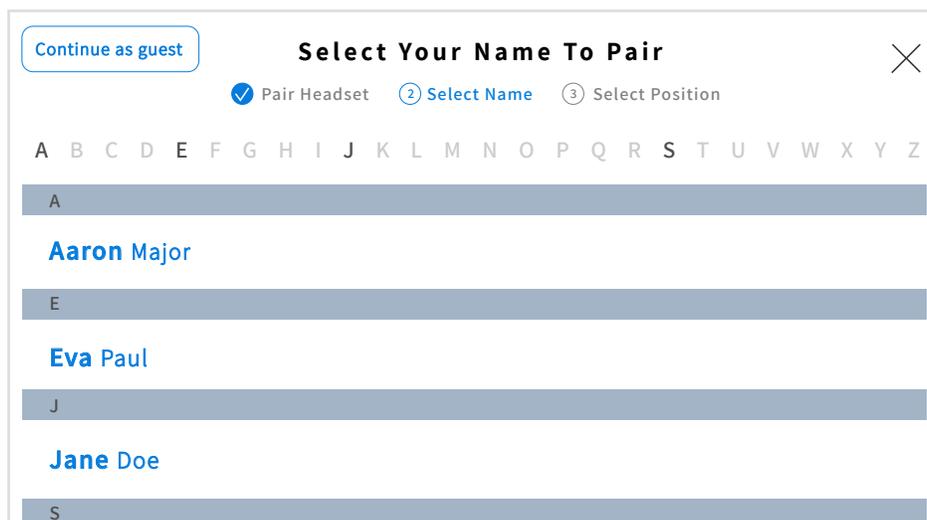


Fig. 1.22

When the **Select Your Position** dialog appears (Fig. 1.23), you are prompted to select a position. Tap on one of the available tiles to select it (DRIVE-THRU 1 is selected in Fig. 1.23). If you are selecting the DRIVE-THRU position, you also have the option of **Auto Hands-Free** mode (the first checkbox located below the position tiles). This allows you to connect with a new customer without having to connect manually by tapping the headset keypad.

When you check this box, you are automatically connected with a customer when they arrive at the order point. You are then automatically disconnected when they leave the order point. The headset remains in this mode until the headset is powered off and on again. This feature is only available

for one headset per drive-thru lane. For example, if a user selects **Auto Hands-Free** mode when it is already in use with another user, this new user will force the initial user out of this mode.

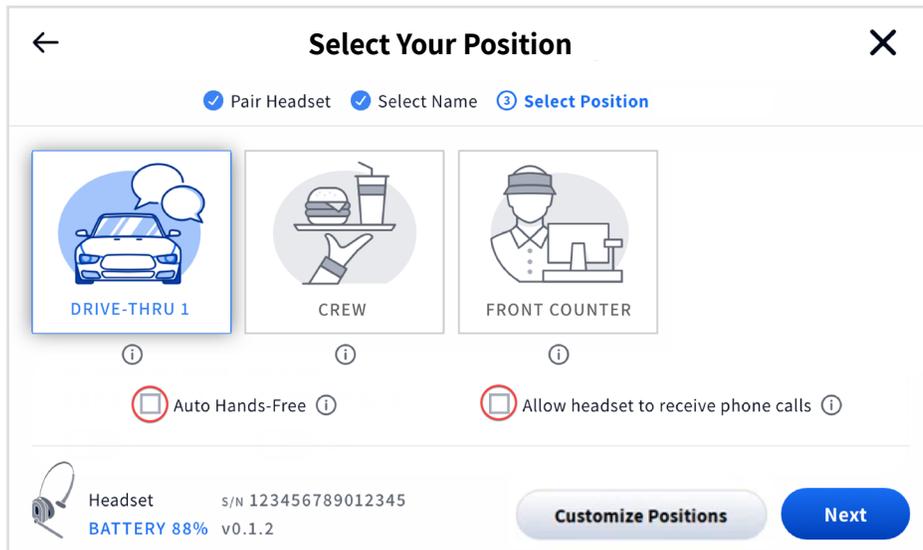


Fig. 1.23

The other checkbox option is **Allow headset to receive phone calls** (see Fig. 1.23). Stores that have a landline telephone may wish to have it connected to the NEXEO system so that a NEXEO headset can be used to receive incoming phone calls. When this box is checked, the  (Action) key on a designated headset keypad can be used to answer incoming calls. Only one headset can be designated to receive phone calls, and your system must have a TI7000 installed. The TI7000 is a Telephone Interface module used to connect the store telephone to the base station. The TI7000 must also be enabled on the base station. See **Telephone Interface** under “Settings” on page 27.

If a user selects the **Allow headset to receive phone calls** option when it is already in use with another headset user, the new user will force the initial user out of this mode so that only the new user can receive phone calls (i.e., the initial user is disconnected and their headset can no longer receive phone calls until they select this option again which will force the new user off). Also, if the store telephone is answered first before the designated headset user answers, the designated headset will not receive nor hear the phone call as it was disconnected and redirected to the telephone, or vice versa (i.e., the phone call can only be answered by one receiver, whichever one answers first).

The  button allows you to select from a range of positions that best reflect your store to be included here. See **Additional Positions** under “Settings” on page 27.

Once you Select Your Position, the prompt in Fig. 1.24 appears. Tap/click OK to begin using.

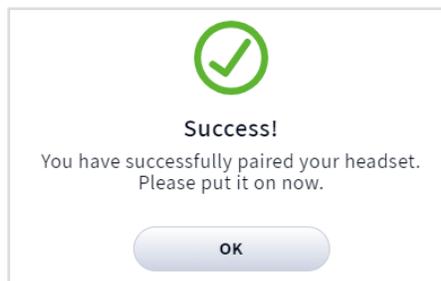


Fig. 1.24

## LOG IN

A four-digit PIN is required to access the sidebar menu options such as **CREW**, **DRIVE-THRU**, **MESSAGE CENTER**, and **SYSTEM**. The Store Manager receives this pin code upon installation. You can record it here: \_\_\_\_\_

1. Tap LOG IN on the sidebar menu (Fig. 1.25). This opens a dialog box and prompts you for a PIN (Fig. 1.26).

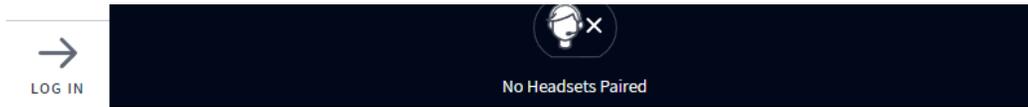


Fig. 1.25

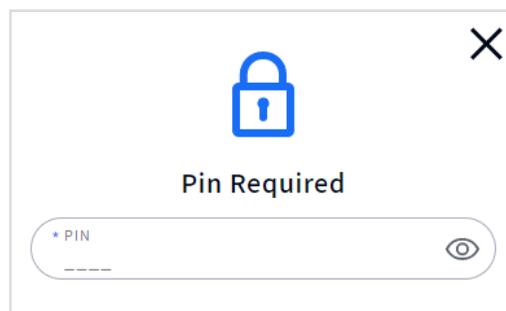


Fig. 1.26

2. Tap the PIN field and enter your four-digit PIN using the pop-up keypad (Fig 1.27).

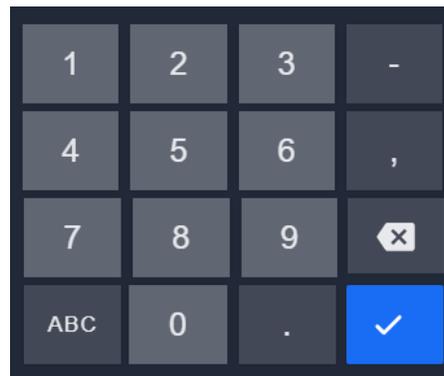


Fig. 1.27

3. Tap the  key to accept (the keypad disappears).
4. Tap the  button to log in. Click on any option to open that option screen.

**NOTE:** The following chapters assume that you have logged in to the Base Station.

# Chapter 2 - Crew



Only Installers and Managers can access and edit the features on this screen.

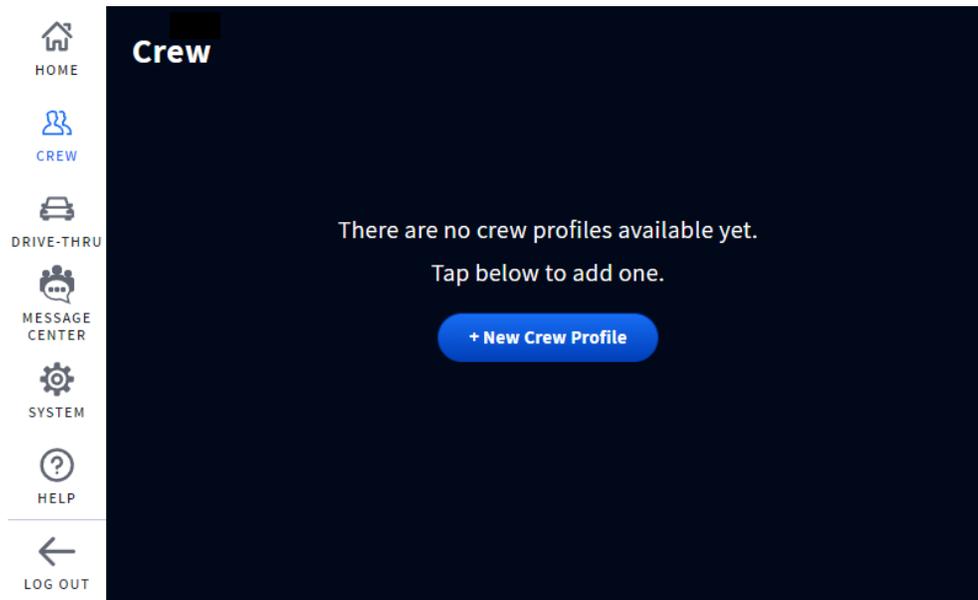


Fig. 2.1

**What is this screen for?** This screen allows you to set up crew profiles for those using the system.

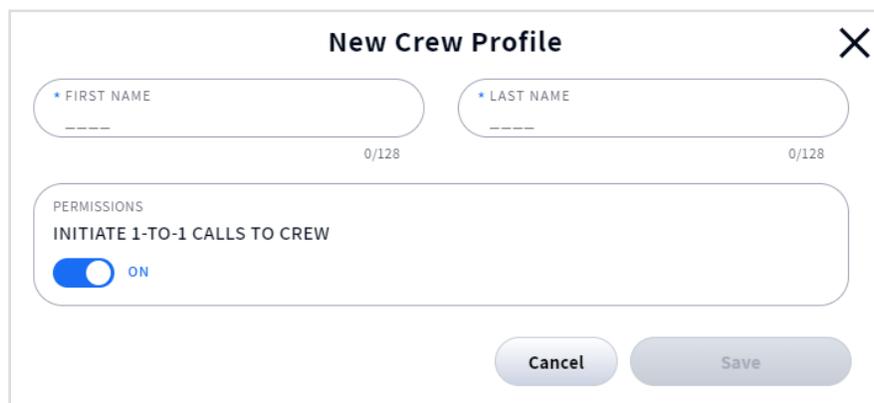
1. Tap on the blue + New Crew Profile button to begin.
2. In the New Crew Profile window, enter details. See Fig. 2.2

**NOTE:** *Fields with \* are required fields. The Save button remains inactive until the required fields are populated and then becomes active.*

3. Tap the “Save” button to save the new profile. A green success banner confirms, see Fig. 2.3.

**PERMISSIONS** are active (ON) by default, click the toggle switch to disable (OFF).

**Initiate 1-to-1 calls to Crew:** This option allows you to disable the ability of the crew member listed to initiate a conversation with another crew member, however, another crew member with this option enabled can initiate a conversation with the crew member who has this option disabled.



The image shows a 'New Crew Profile' dialog box. At the top, it has the title 'New Crew Profile' and a close button (X). Below the title are two text input fields: 'FIRST NAME' and 'LAST NAME', both with a character count of 0/128. Below these fields is a 'PERMISSIONS' section with a toggle switch for 'INITIATE 1-TO-1 CALLS TO CREW', which is currently turned 'ON'. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

Fig. 2.2

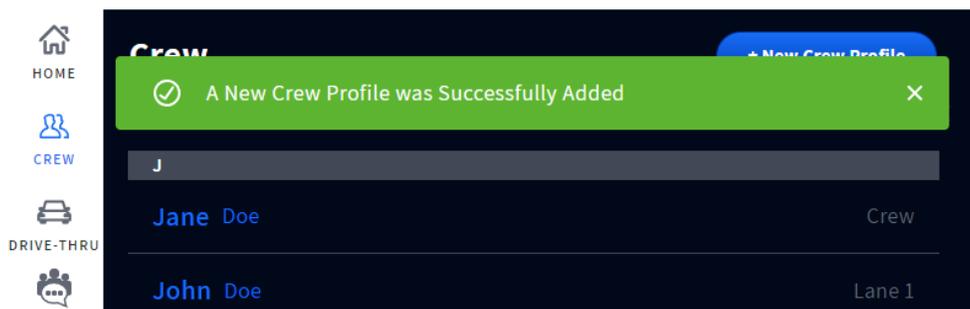
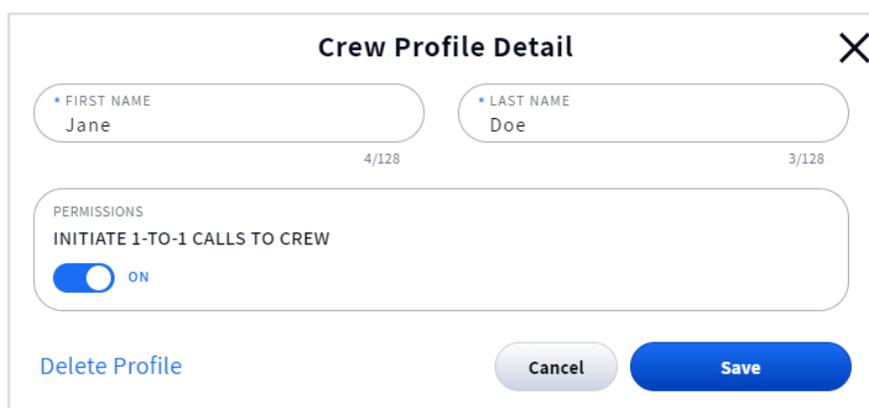


Fig. 2.3

To add another crew member tap on the + New Crew Profile button again.

To Delete a profile, tap on the name of the profile you wish to delete and in the **Crew Profile Detail** dialog, tap on **Delete Profile** (see Fig. 2.4), a prompt will follow asking are you sure. Tap the “Yes, Delete” button to delete. A green success banner confirms the deletion.



The image shows a 'Crew Profile Detail' dialog box. At the top, it has the title 'Crew Profile Detail' and a close button (X). Below the title are two text input fields: 'FIRST NAME' (containing 'Jane', 4/128) and 'LAST NAME' (containing 'Doe', 3/128). Below these fields is a 'PERMISSIONS' section with a toggle switch for 'INITIATE 1-TO-1 CALLS TO CREW', which is currently turned 'ON'. At the bottom left, there is a 'Delete Profile' button. At the bottom right, there are two buttons: 'Cancel' and 'Save'.

Fig. 2.4

# Chapter 3 - Drive-Thru



Only Installers and Managers can access and edit the features on this screen.

## General

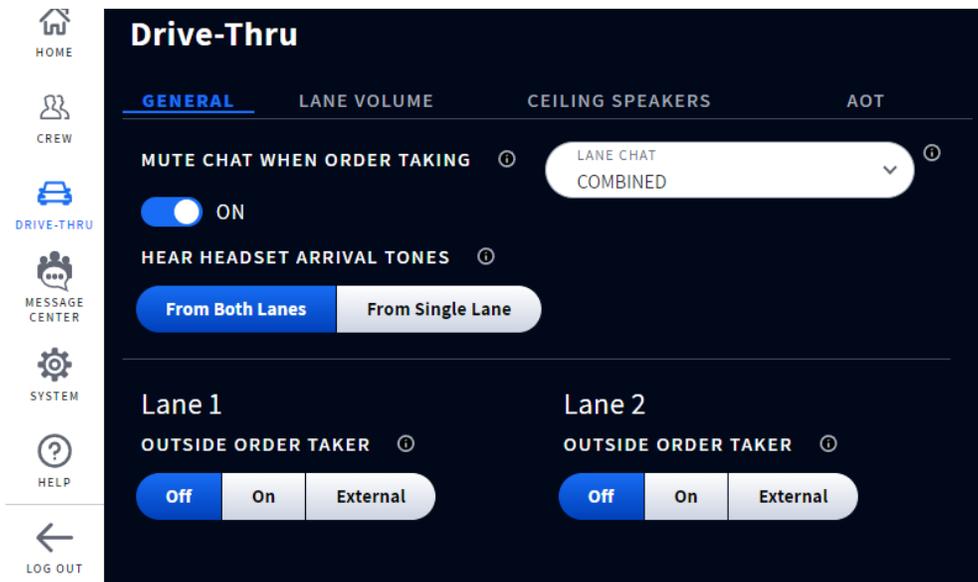


Fig. 3.1

**What is this screen for?** This screen provides you with some general settings you can adjust for your drive-thru lane.

**MUTE CHAT WHEN ORDER TAKING:** Turning this ON mutes crew chat while communicating with the drive-thru lane thus allowing the order taker to focus on lane orders without any distractions.

**HEAR HEADSET ARRIVAL TONES:** The default mode is From Both Lanes. When a vehicle arrives in a lane, order takers will hear arrival tones for both lanes. One tone is heard for lane 1 and two tones for lane 2. To focus exclusively on the lane the order taker is assigned to, select From Single Lane mode. In this dedicated mode, the order takers will only hear the arrival tone for their lane.

**OUTSIDE ORDER TAKER:** The default position is Off. Turning this On mutes the speaker post and vehicle arrival tones when orders are taken by crew members outside.

For businesses that use an external on/off switch. Select “External” if you would prefer to control this feature using an external on/off switch instead of controlling it here on the Base Station. (Contact HME Sales/Support if you wish to include an external switch with your system.)

# Lane Volume

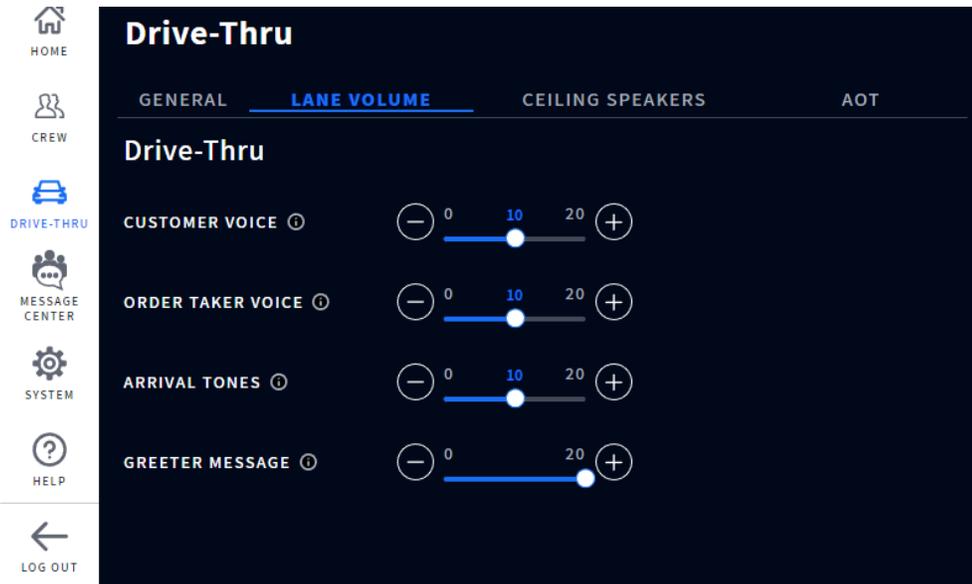


Fig. 3.2

**What is this screen for?** This screen allows you to set volume levels for the speaker posts in your drive-thru. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

**CUSTOMER VOICE:** This controls the inbound volume for the customer’s voice from the speaker post microphone at the drive-thru lane’s order point.

**ORDER TAKER VOICE:** This controls the outbound volume for the Order Taker’s voice going to the speaker post at the drive-thru lane’s order point.

**ARRIVAL TONES:** This controls the volume of the arrival tones when the customer arrives at the order point/speaker post.

**GREETER MESSAGE:** This sets the volume for an order point greeter message if the Greeters message is enabled. Greeter messages are enabled through the MESSAGE CENTER (AOT must be OFF to enable Greeter messages).

# Ceiling Speakers

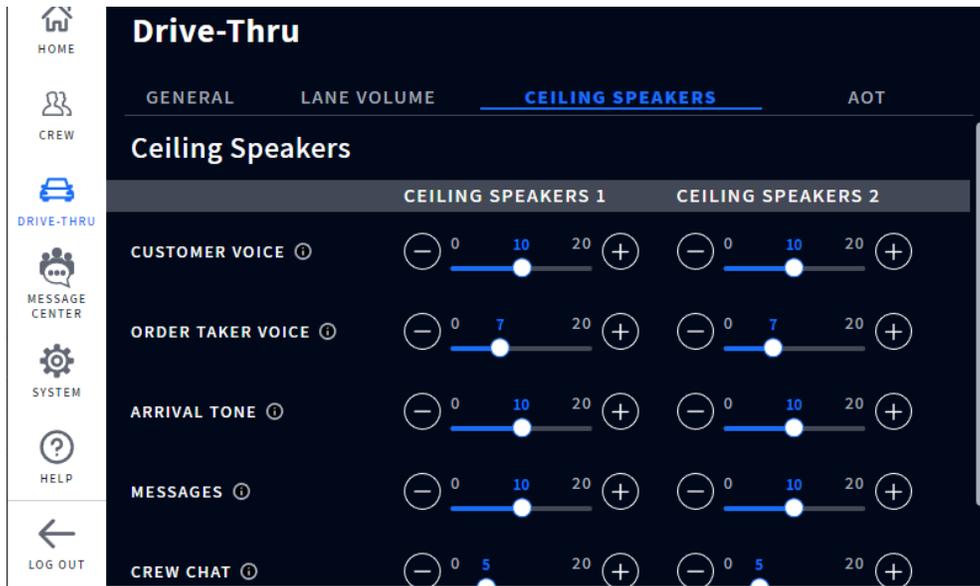


Fig. 3.3

**What is this screen for?** This is where you can adjust volume levels for the ceiling speakers. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

**CUSTOMER VOICE:** This controls the inbound volume for the customer’s voice from the speaker post microphone at the drive-thru lane’s order point.

**ORDER TAKER VOICE:** This controls the outbound volume for the Order Taker’s voice going to the speaker post at the drive-thru lane’s order point.

**ARRIVAL TONES:** This controls the volume of the arrival tones at that speaker post.

**MESSAGES:** This sets the volume for all enabled messages. Messages are enabled in the STORE>MESSAGES screen. Messages include greeters, alerts, and reminders.

**CREW CHAT:** This controls the crew chat volume.

# AOT

**NOTE:** Automated Order Taking (AOT) also requires a connection with a service provider. Please contact your brand/chain administration for further information. This tab/page is only visible if your system is configured for AOT.



Fig. 3.4

**What is this screen for?** This is where you can adjust volume levels for your store's Automatic Order Taking system. Individual controls can be used to adjust specific audio features. Move the slider knob to the left or right to decrease or increase the volume, respectively.

**AOT VOICE:** This controls the volume level of the bot voice heard by the customer.

**AOT ESCALATION TONE:** This controls the volume level of the escalation tone sent to crew members when human intervention is required during the ordering process.

For more AOT information, see "Chapter 7 - AOT" on page 44.

# Chapter 4 - Message Center



Only Installers and Managers can access and edit the features on this screen.

## Messages

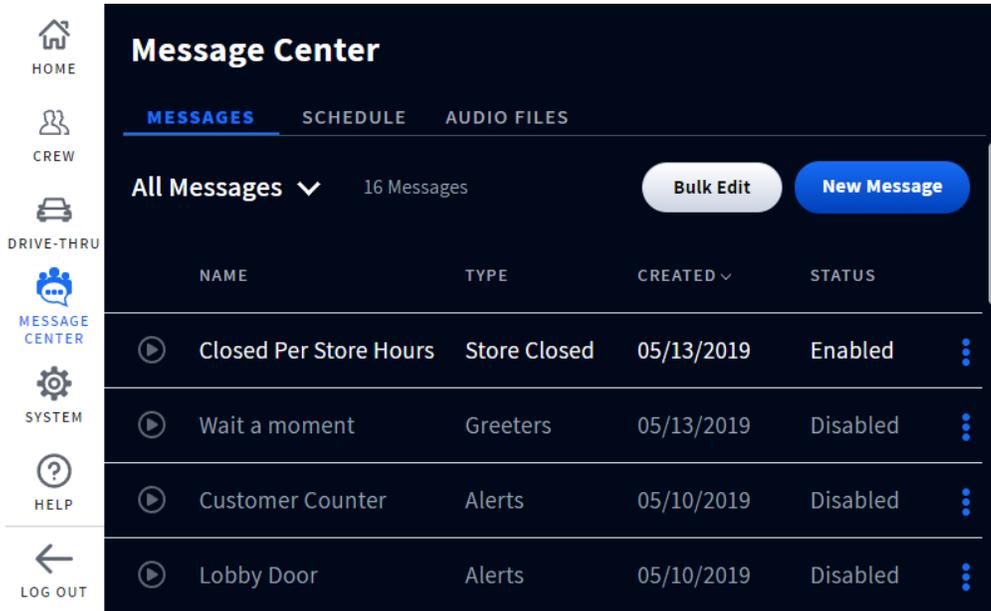


Fig. 4.1

**What is this screen for?** This is the message center where all your messages are available in one location and can be enabled or disabled. Messages found here can be prerecorded messages or custom messages you create (see “Audio Files” on page 26). It allows you to set conditions for audio files and how they are used. Tap the More icon to the right of the “Status” column and select from the drop-down list to view or edit details.

### All Messages:

Tap on All Messages to view the available selection in the drop-down list. (See Fig. 4.2.) Select a message type from the list (message types are defined following this paragraph). This narrows the onscreen list to the specific message type chosen. Enabled messages are indicated by white text (e.g., first message row in Fig. 4.1), while disabled messages are grayed out (e.g., rows 2 - 4 in Fig. 4.1). The STATUS column at the end of the row also indicates whether the message is enabled or disabled. To enable a disabled message, tap on the More icon at the end of the row, and select “Enable” from the drop-down list or tap on “Disable” to disable an enabled message.

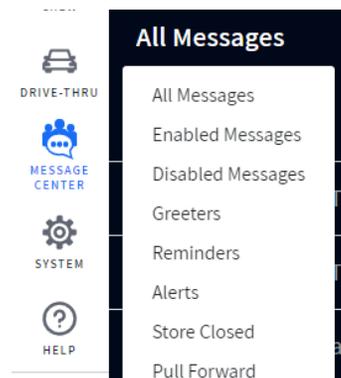


Fig. 4.2

## Message Types:

**Greeters:** These are messages used to greet or address customers at a detection point in the drive-thru lane. Greeter messages can only be enabled when AOT is OFF.

**Reminders:** These are messages used to remind personnel to perform a specific task, e.g., the restrooms need to be checked.

**Alerts:** These are messages used to alert personnel that an event has occurred which requires attention, e.g., the freezer door was left open.

If ZOOM Nitro® alerts have been configured on your system, they will show up in the TYPE column on the MESSAGE CENTER>MESSAGES page as “Nitro Alert.”

For more information on this, please consult the how-to instructional guide: **Configuring ZOOM Nitro to NEXEO | HDX Alerts** (pages 7 - 10) and document **ZOOM Nitro Timer and NEXEO | HDX Crew Alert Communications Overview**, found online in the Supporting Documents Library of HME’s Training Portal (under NEXEO | HDX™ Platform). Some documents require logging in to your HME account to access. Nitro features are covered in the ZOOM Nitro user’s guide on the HME website - User Manuals page. Visit the library using this link: <https://www.hme.com/training/supportingdocuments/?lng=1>

**Store Closed:** This message notifies customers in a drive-thru lane that the store is closed.

**Pull Forward:** This message is only used for stores with a Tandem Lane configuration. It is enabled by default. In Tandem operation, customers at Order Point #1 are served by Order Taker #1 (e.g., red vehicle in Fig. 4.3) and customers at Order Point #2 are served by Order Taker #2.

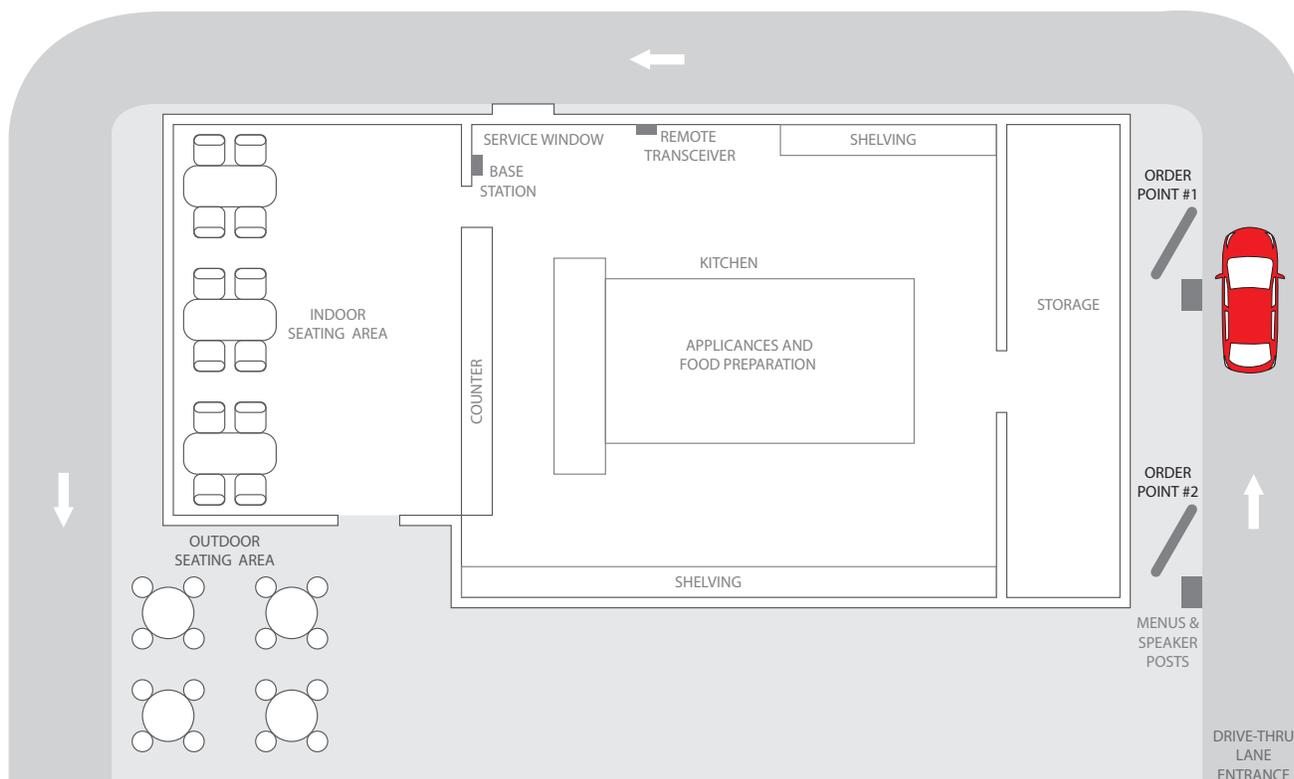


Fig. 4.3

If a customer arrives at Order Point #2 when there is no customer at Order Point #1, a “Please pull forward” message will automatically be played from the Speaker Post or Menu Board #2. For ex-

ample, in Fig. 4.3. when the customer in the red vehicle first arrived at Order Point 2, there was no customer in front at Order Point #1 so the Pull Forward message played requesting the customer to pull forward to Order Point #1. This clears Order Point #2 to receive the next customer.

When a customer arrives at Order Point #1, Order Taker #1 will be alerted. If a customer arrives at Order Point #2 when there is already a customer at Order Point #1, Order Taker #2 will be alerted.

**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.*

*The Pull Forward message is only enabled when AOT is OFF.*

### New Message:

1. Tap on the  button and select a message type. This opens a Create New Message screen which walks you through setting up a message.
2. **TYPE:** Choose a message type from the available options. You can also set a message delay here. The default is OFF. Tap switch to turn ON. The DELAY time field appears. Tap on the field and use the MM:SS counter to select a time. Tap the Set button to save. Tap Next to move on.
3. **AUDIO:** Select an Audio file from the available list. Tap Next to move on.
4. **SCHEDULE:** Select a Schedule from the available list. Tap Next to move on.
5. **DESTINATION:** Select a Position or Destination from the available options (more than one option, or even all options can be chosen, tap on each one to select). Tap Next to move on.
6. **NAME:** Name your message type and provide a description of it here. Tap Save & Complete to finalize and exit.
7. Back at the Message Center screen, find your New Message on the list and enable it to activate it (see previous All Messages section).

**NOTE:** *The Next button is active when blue allowing you to advance to the next screen. If the Next button is gray, it's deactivated and thus requires a field to be populated or an option selected for it to turn blue.*

**Bulk Edit:** Use this when you want to perform the same action on more than one file. When you tap the  button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select from the "Bulk Options" drop-down list to perform the same action to all the files checked. A prompt appears requesting you to confirm or decline your change. Tap Yes to proceed with the change.

# Schedule

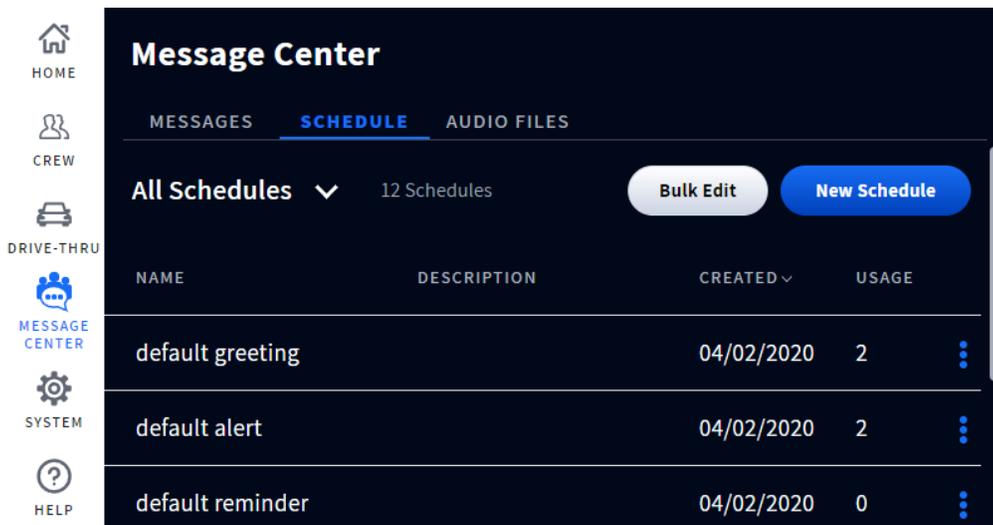


Fig. 4.4

**What is this screen for?** This screen allows you to put together a schedule of features you have set along with a status of the feature, which can be adjusted here.

**New Schedule:** Tap on the **New Schedule** button to create a new schedule. Follow the prompts and fill in the appropriate fields. Tap “Save,” and the new schedule will appear under the NAME column (you may need to scroll through the displayed entries to find it).

To filter the schedules shown under the NAME column, tap on the down-arrow next to “All Schedules” and choose an option from the drop-down list. Tap the blue ellipsis icon to the right of the Status column and select from the drop-down list to view, edit, or change the status of the schedule in that row.

**Example:** If there is an existing file not currently used and you wish to use it.

1. Tap on the down-arrow next to “All Schedules” and choose “Not Used” from the drop-down list. All unused files are now filtered and displayed in the table.
2. Tap on the blue ellipsis icon in the row of the unused file you now wish to use and select “Enable” from the pop-out list. The “Status” column for that schedule is updated to “Enabled,” and the file is now active.

**Bulk Edit:** Use this when you want to perform the same action on more than one file. When you tap the **Bulk Edit** button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select from the “Bulk Options” drop-down list to perform the same action to all the files checked. A prompt appears requesting you to confirm or decline your change. Tap Yes to proceed with the change.

# Audio Files

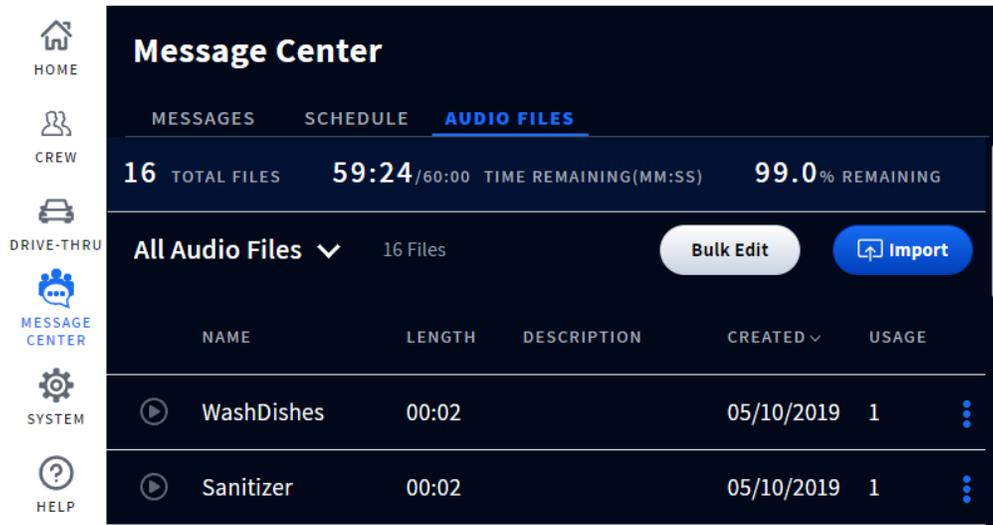


Fig. 4.5

**What is this screen for?** This screen provides a directory of prerecorded audio sounds but also allows you to import or record custom messages for use depending on your needs. The navy ribbon across the screen tells you how many total audio files there are and the recording time remaining if you wish to import more audio files or record custom messages.

**All Audio Files:** This column is where all the Audio Files reside. You can filter audio files by tapping on the down-arrow next to it and selecting from the drop-down list. Tap the blue ellipsis icon for an audio file entry to the right of the “Usage” column and select from the drop-down list to view or edit details.

**Record or Import:** This button is either a Record or an Import button depending on whether you are at the Base Station in person or connected to it remotely. To record a message if you are at the Base Station, tap on the  button, and follow the onscreen prompts first to pair a headset and then record a message. Recording a message does not impact communication with the drive-thru.

If you are connected remotely, the Record button is replaced with an Import button. Custom Audio Files can be imported here. Tap on the  button, and follow the onscreen prompts.

Once the audio file is recorded or imported, it is now available for use under Audio Files in the message center.

**NOTE:** *Imported Audio files must meet the following criteria: they must be .wav format, cannot be longer than 15 seconds in duration, must be 16 kHz, 16 bit, and single channel mono. Only one file at a time can be dragged and dropped.*

**Bulk Edit:** Use this when you want to perform the same action on more than one file. When you tap the  button, a checkbox appears to the left of the NAME column. Check all boxes of the files you wish to edit. Then, select from the Bulk Options drop-down list to perform the same action to all the files checked. A prompt appears requesting you to confirm or decline your change. Tap Yes to proceed with the change.

# Chapter 5 - System



Only Installers and Managers can access and edit the features on this screen.

## Settings

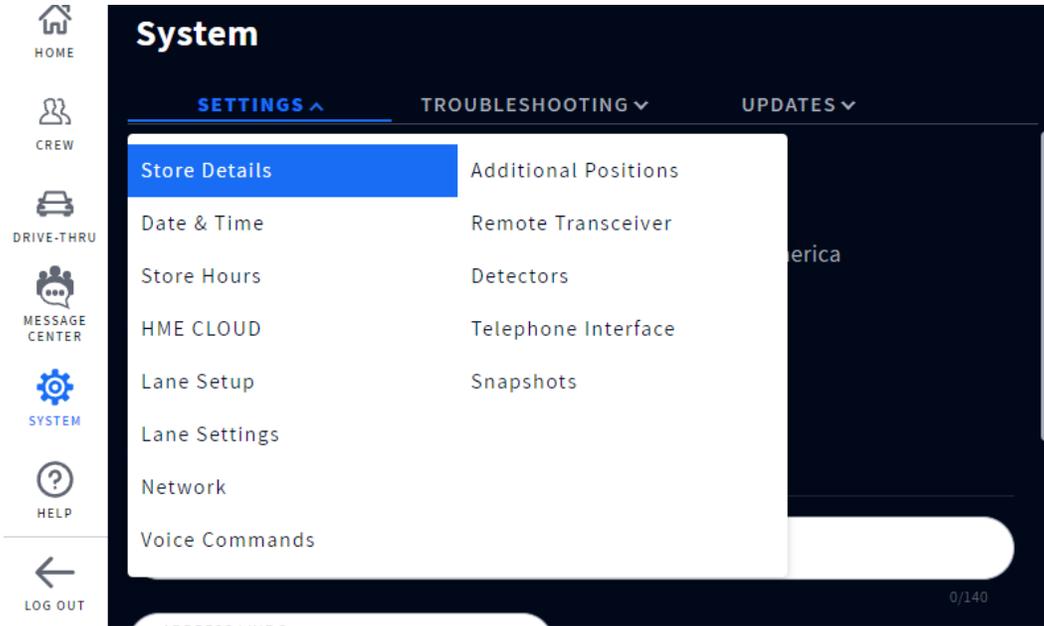


Fig. 5.1

**What is this screen for?** This screen gives you an overview of the entire system and is primarily used by the installer and technical support for maintenance and updates. Tap on the tab to open the drop-down list and select the option you wish to view. The Settings drop-down list enables you to see and edit component setups and system configurations. Many of these options are performed during the initial installation using the Installation Wizard. Options in this drop-down list are defined below. Firmware updates are indicated by a **!** next to an option or component. See “Firmware Updates” on page 40 for more information. It is recommended that you keep your system updated.

**Store Details:** Store name, number, and address are recorded here.

**Date & Time:** Date and time formats are selected here, including time zone.

**TIME SETTINGS:** Gives you the choice of Auto or Manual setup. Choosing Auto will cause the Time Server fields to populate automatically. The four fields below this option are Internet Time Servers for Network Time Protocol (NTP). NTP is a protocol used to synchronize computer clocks across multiple systems. It supports synchronization over local area networks and the Internet. The Time Setting option allows for up to four servers to be used.

**Store Hours:** Open and Close times are recorded here. Click in the time field and use the adjustment counter to set. If your store hours are the same for every day of the week tap/click on the **Bulk Edit** button. Here you can select an opening and closing time and then check the ALL box. This action automatically selects all the days of the week. See Fig. 5.2.

Tap/click **Set Store Hours** button to save.

**NOTE:** At least one “days of the week” box must be selected for the Set Store Hours button to become active (it turns blue when active as in Fig. 5.2).

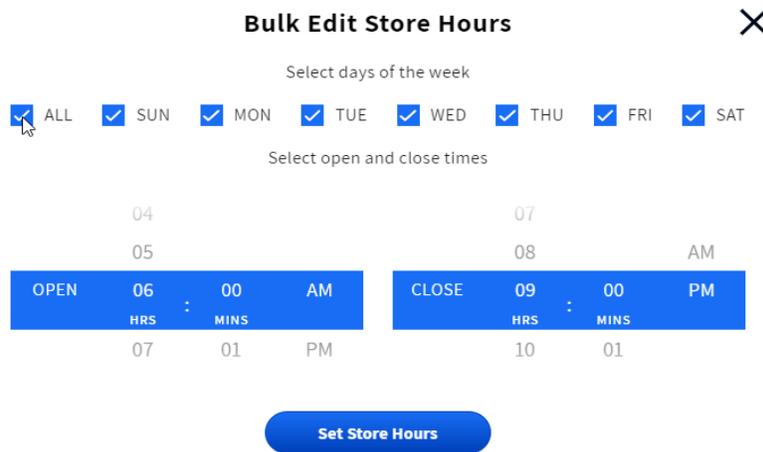


Fig. 5.2

**HME CLOUD:** When set to ON, this screen shows your HME CLOUD® connection details. While the Base Station can function without a registered account, customers are advised to register in order to get the most out of their system and receive updates. A network connect is required a subscription fee may apply.

**Lane Setup:** This refers to the layout of your physical drive-thru area.

Single: a store with one drive-thru lane and one order point.

Dual: a store with two separate drive-thru lanes and an order point in each lane.

Tandem: a store with two order points but only utilizing a single lane (an order point in-line after the other). Also see Message Types: Pull Forward and Fig. 4.3 under “Messages” on page 22.

**Lane Settings:** The Base Station has several advanced audio processing features designed to improve the quality of communication with the customer at the menu. This is screen allows you to manually adjust these audio features, enhance fidelity, and reduce the effects of noise interference. Scroll down the screen to access all these features.

**Auto Volume Control (AVC):** When on, AVC automatically reduces the volume level coming from the outside speaker during quiet times, such as in the early morning or late at night. AVC monitors the ambient sound level outside and adjusts the speaker’s volume level. If the ambient outside sound level increases, AVC stops adjusting and returns volume to its original level.

**Voice-Activated Attenuation (VAA):** During the course of a conversation, when the Order Taker is speaking to the customer, the customer's volume is reduced to help reduce loud noises or echo from the Order Taker's microphone. The VAA option assures that as you speak, the sound from outside is reduced.

**Inbound Noise Cancellation:** This greatly enhances the Order Taker experience by virtually eliminating all unwanted outside noise (such as a car engine) that may normally be picked up by a microphone. Inbound Noise Cancel distinguishes human voice from ambient noise and filters the audio, making the customer's voice much more audible. Other outside sounds such as planes flying over, sprinklers, or street noise are also filtered.

**Outbound Noise Cancellation:** When on, ClearSound virtually eliminates all in-store noise from being heard through the outside speaker. A quick-service restaurant can produce unwanted sounds caused by kitchen equipment and appliances necessary in the preparation of food. These sounds can sometimes be picked up by the headset's microphone and potentially heard by the customer. Outbound Noise Cancel distinguishes human voice from in-store noise, filtering the audio so that only the Order Taker's voice is heard loud and clear by the customer.

**Ext. Speaker:** If an external speaker is connected and functioning properly, you can enable it here, otherwise leave this switch in the OFF position.

**Network:** This provides you with protocol information concerning your network connection.

**DHCP:** Dynamic Host Configuration Protocol allows a network administrator to supervise and distribute IP addresses from a central point. When the DHCP switch is ON, the system automatically populates the required fields.

**IP ADDRESS:** Internet Protocol Address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate with each other on a computer network.

**SUBNET:** Splits the network into a series of subgroups or subnets to speed up the delivery of data by the routers.

**GATEWAY:** A device (usually a router) that connects one or more computers on a network to other networks.

**DNS:** Domain Name Server is a directory of domain names with translated Internet Protocol (IP) addresses. When the DNS switch is ON, the system automatically populates the required fields.

**MAC Address:** This is a unique identifier assigned to your system for use as a network address in communications within a network segment.

**Voice Commands:** When this option is enabled, it allows headset users to operate their headset using audible commands instead of having to touch the headset keypad to do so. Toggle the switch to ON to enable. Enabling this option requires a system restart, follow the onscreen prompt. The available voice commands are explained under headsets, see "Voice Commands" on page 9. Voice commands are not available with NEXEO | Core, to upgrade, see "System Tiers" on page 37.

**Additional Positions:** This page gives you a range of positions to choose from that best suits the configuration of your store. You can choose up to five additional positions. Just tap/click on a position tile to select it. When finished, save your selection (the Save button only becomes active after selecting at least one position, see Fig. 5.3). This selection will then appear in the **Select your Positions** dialog box. See **Select your Positions** under “Getting Started with Pairing and Log In” on page 12.

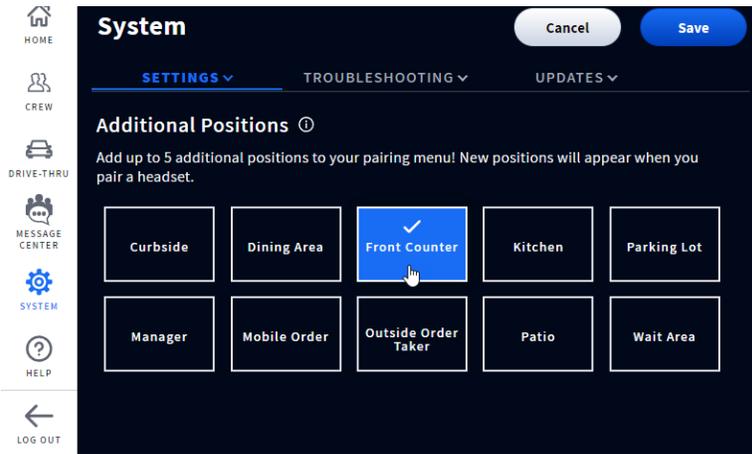


Fig. 5.3

**Remote Transceiver:** This provides feedback on which channels are being used. Channel A is the primary channel, with channel B being the secondary channel. You can use the More icon at the end of the Remote Transceiver row to scan, or reset the transceiver.

**Detectors:** This allows you to adjust your detectors for a given lane.

**Detection:** When Normal is selected, it refers to the standard mode of operation for detection. When a vehicle arrives at a detection point in a lane, a vehicle alert tone is heard in headsets, followed by inbound audio from the outside speaker.

When Override is pressed, the microphone at the menu is constantly on, and no arrival tones are issued when a vehicle arrives at the detection point.

**Detection Sensitivity:** Set to a low value if you are having problems with ghost cars. Ghost cars are detection anomalies that occur when a vehicle is detected at one detection point but not detected at another. However, a lower detection threshold corresponds to slower detection at the risk of small fluctuations, resulting in missed detections.

**Detection Delay:** This delays detection until the vehicle is fully detected on a loop. Increase the value to increase the delay.

**Release Sensitivity:** This feature correlates to how quickly the vehicle detector circuit signals a vehicle departure. It is recommended that this feature is set to as low as practical.

Set to a low value if multiple detections or dropouts frequently occur (dropouts are when a vehicle is present at the detection point but not detected).

Set to a higher value to compensate for improperly positioned loops where run-ons occur (run-ons are when a vehicle that has departed from a detection point but is still sensed as being present).

Check first for dropouts or run-ons and then set accordingly for the optimal operation.

**Auto Reset Timeout:** When set to “None,” vehicle detection never resets. To reset vehicle detection, select 10 Minutes or 20 Minutes, and vehicle detection will automatically reset at the corresponding time selected.

**Diagnostic Mode:** Under normal operation, leave this switch OFF. This is a troubleshooting feature. Turning it ON suspends actual vehicle detection but simulates a vehicle arrival every 10 seconds.

**Log Frequency:** Select how often you want drive-thru events logged on a daily or weekly basis.

**Telephone Interface:** This option requires a TI7000 hardware installation which is connected between the store telephone and the base station. It allows one headset to be designated to receive incoming phone calls if the store telephone is not answered. Toggle the switch to ON to enable this option (the TI7000 module also has an ON/OFF switch which must be turned on). If necessary, volumes can also be adjusted here using the two sliders. The headset used to receive phone calls must also be assigned to do so, see the **Select Your Position & Options** dialog under “Getting Started with Pairing and Log In” on page 12.

**Snapshots:** This provides you with a backup of data settings or custom configurations like your last software update, your most recent installer, or factory activity. Such configuration snapshots can help the installer/manager restore a system to a previous custom setup if the configuration is somehow lost or reset. Snapshots can also be used to configure multiple stores to the same parameters. For more information on snapshots and managing snapshots through the HME CLOUD, please consult the how-to instructional guide: **Create and apply NEXEO | HDX Alerts Settings Snapshots**, found online in the Supporting Documents Library of HME’s Training Portal (under HME CLOUD®). Visit the library using this link: <https://www.hme.com/training/supportingdocuments/?lng=1>

**User Snapshot:** If after the installer configures the system, the manager decides to change some of the system settings, they can create a user backup of their changes. After making the changes and saving them, tap the  button and enter a name. A Success prompt follows, and the name of the backup file now appears under User Snapshot>NAME on the screen. Tap the More icon at the end of the row to Edit, Restore, or Delete. The Restore option is the one you would use to apply your settings if they were somehow lost, changed, or corrupted.

**Auto Snapshots/Factory:** These are for factory default settings and cannot be edited or deleted. Restore is the only option available to return your NEXEO configuration to factory default settings.

# Troubleshooting

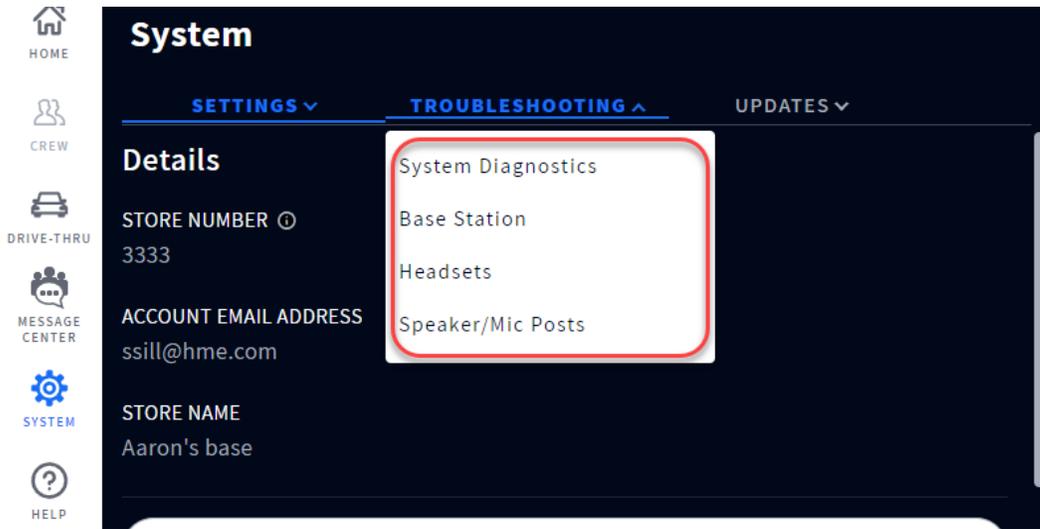
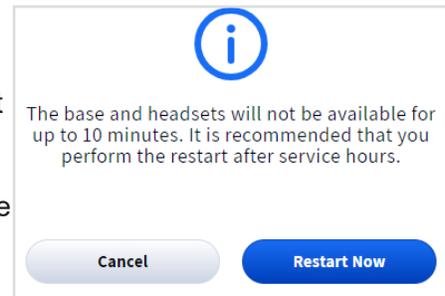


Fig. 5.4

**What is this screen for?** This screen provides you with system and component information that can help you troubleshoot when issues arise. Tap on the tab to open the drop-down list and select the option you wish to view. The information below covers the options in the Fig. 5.4 drop-down list.

**System Diagnostics:** This provides you a breakout of your system components and feedback on the health of your system. Click on Base Station, Network, Audio, or Speaker/Mic Posts for details. See “System Diagnostics continued” for more information.

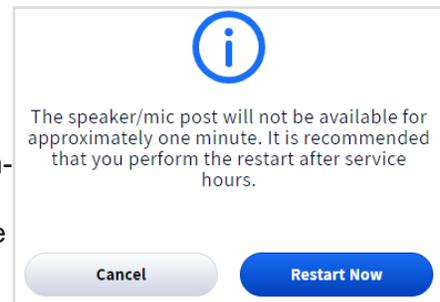
**Base Station:** This gives you a profile of your Base Station, including serial number and firmware version. You can also restart the Base Station from here without having to disconnect and reconnect power. Press the Restart Base Station button, and this prompt appears suggesting doing this after service hours since the system may take several minutes to reboot.



**Headsets:** This lists all headsets connected to or disconnected from the Base Station. Click on the More icon at the end of the row and select View Details to see additional details for any listed headset.



**Speaker/Mic Posts:** This gives you a profile of your Speaker/Mic, including serial number and firmware version. You can also restart the Speaker/Mic from here without having to disconnect and reconnect power. Press the Restart Speaker/Mic Post button, and a prompt appears suggesting doing this after service hours since the system may take several minutes to reboot.



**System Diagnostics continued:** Fig. 5.6 - 5.9 gives you a preview of all four screens when each component option listed under System Diagnostics in Fig. 5.5 is selected (i.e., Base Station, Network, Audio, and Speaker/Mic Posts).



Fig. 5.5

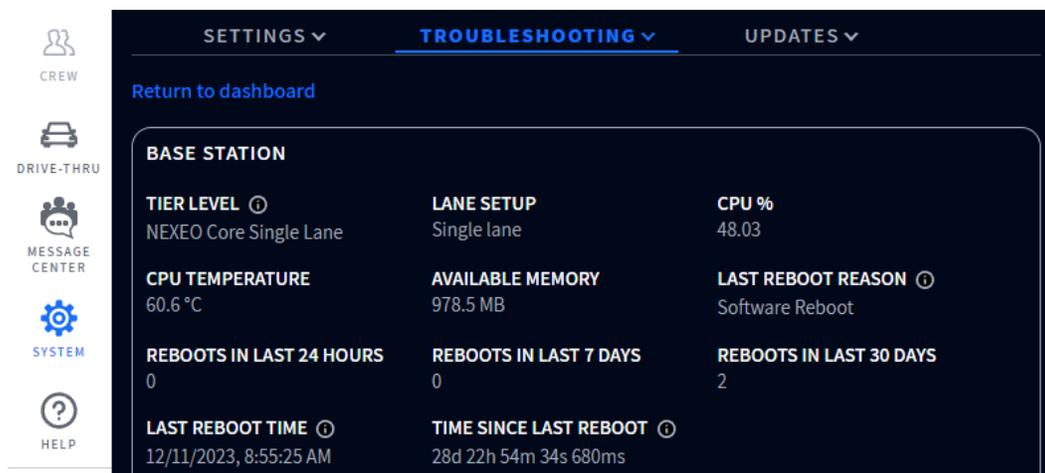


Fig. 5.6

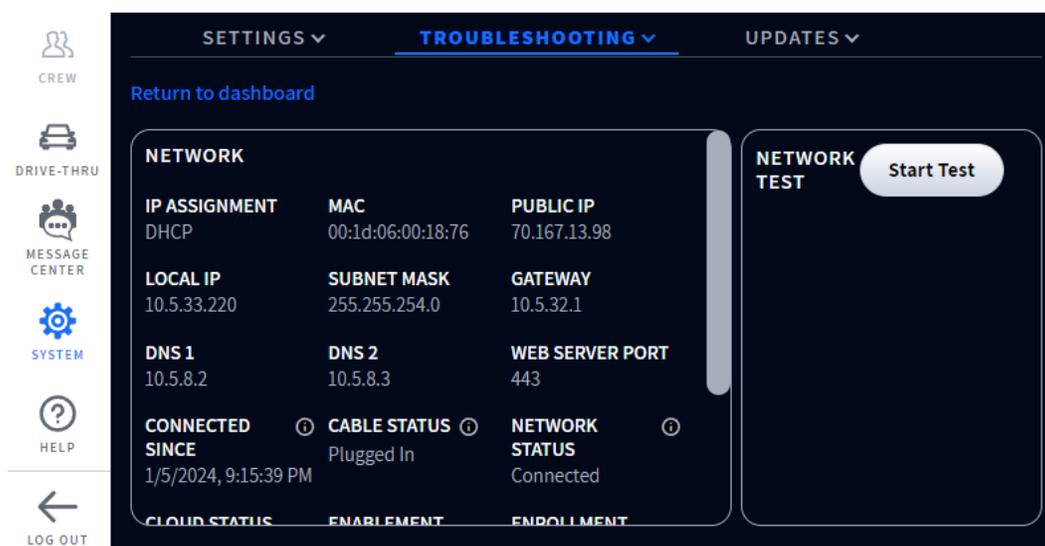


Fig. 5.7

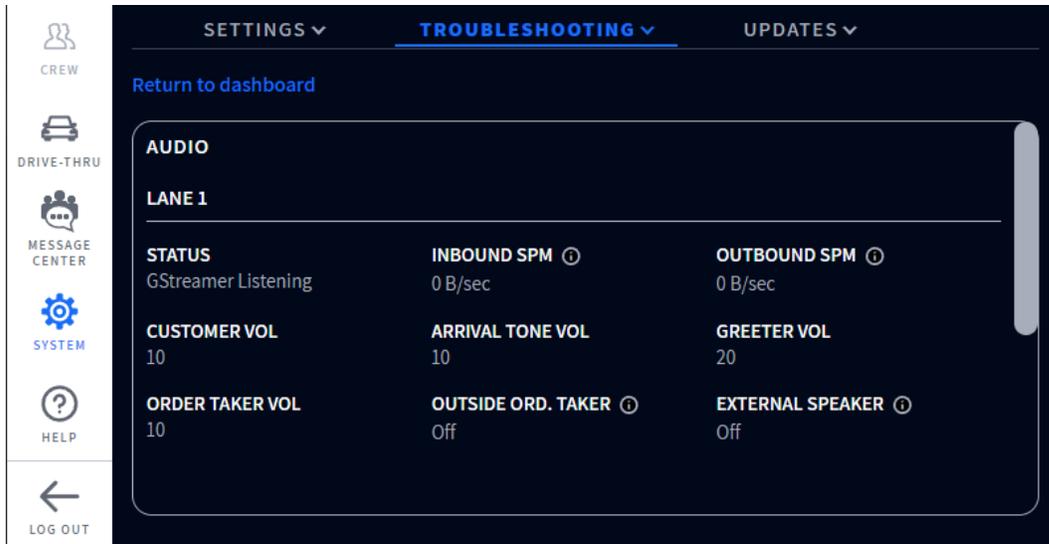


Fig. 5.8

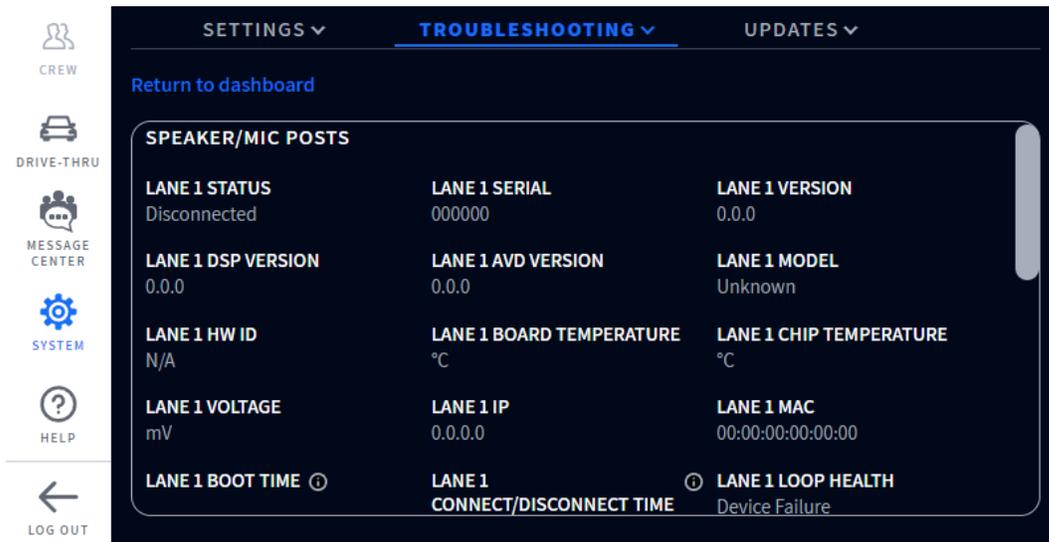


Fig. 5.9

This diagnostics section provides useful information for Technical Support when an issue occurs. They can connect to your system remotely and isolate the issue. It is also useful in the event that you lose a network connection and Technical Support cannot connect to your device remotely. They can walk you through accessing this troubleshooting section and have you verify certain parameters or data they cannot see. This will also enable them to better understand the issue and provide you with the best solution to resolve it.

# Updates

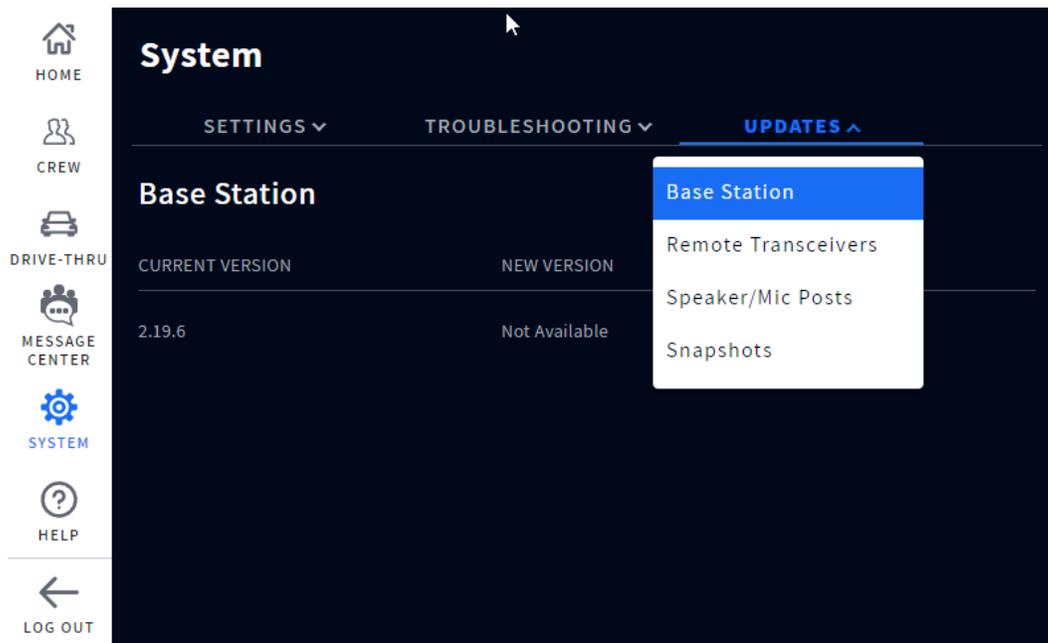


Fig. 5.10

**What is this screen for?** This screen provides you with system updates for firmware versions, etc., regarding your individual system components (i.e., the Base Station, Remote Transceivers, and Speaker/Mic Posts). Tap on the tab to open the drop-down list and select the option you wish to view. If a new version of firmware is available, it will be listed here. The system will notify you when a new version becomes available. See “Firmware Updates” on page 40.

**Snapshots:** This provides you with a backup of previous updates.

# Chapter 6 - help

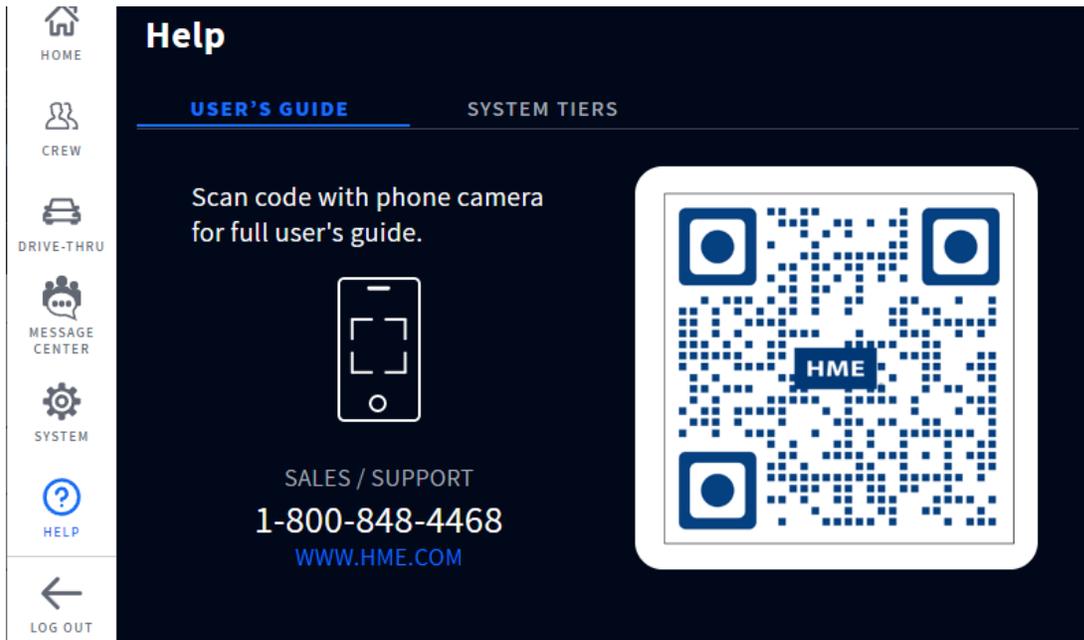


Fig. 6.1

**What is this screen for?** If you have questions concerning your system, you may find the answer by scanning the QR code on the back page with a smartphone camera. This lands you on the User Manual's page of HME Support. NEXEO guides are located under NEXEO | HDX and can also be accessed by going to: <https://www.hme.com/qsr/drive-thru-user-manuals/>

Also, visit the **HME Training Portal** by scanning this QR Code:

or going to: <https://www.hme.com/training>

The training portal is a knowledge center which offers training and instruction on a range of topics to address specific needs. Some training videos and publications require you to set up a free HME CLOUD account in order to view.



**HME Technical Support:** If the help provided in this section is not sufficient, please contact our Technical Support team at [support@hme.com](mailto:support@hme.com) or call us at 1-800-848-4468. As a valued customer, we are here to help you have the best experience with your product; your success is our success!

# System Tiers

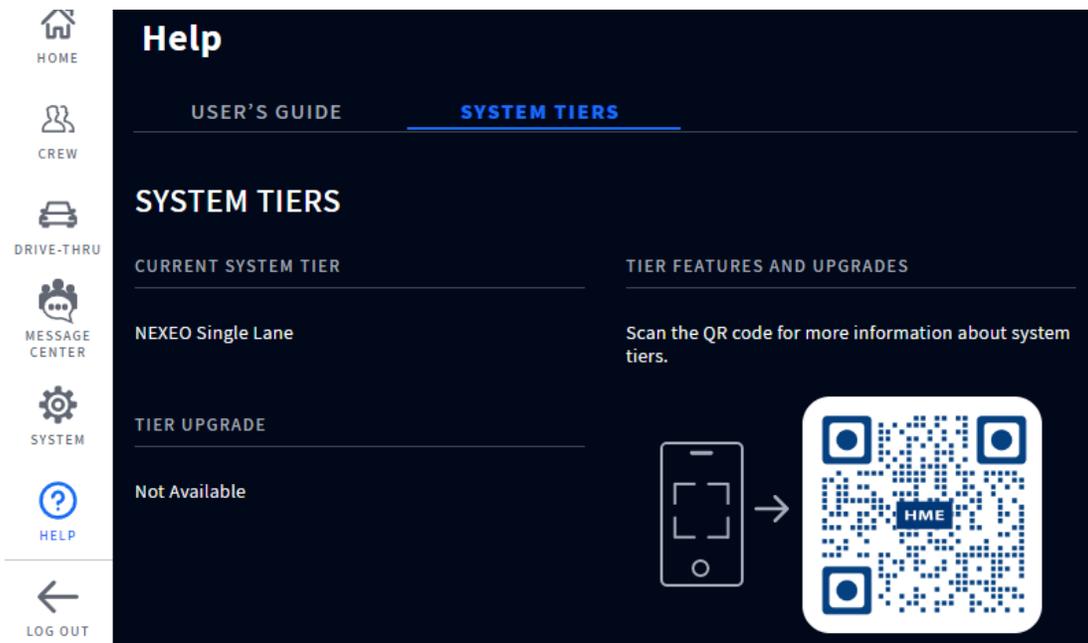


Fig. 6.2

**What is this screen for?** This page tells you what subscription tier you have. Use the QR code to find out more about subscription tiers. If you decide to purchase a subscription upgrade, a red exclamation icon appears next to the SYSTEM TIERS tab. The blue “Install Upgrade” button will also appear. See Fig. 6.3. Tap/click on the button to install. The upgrade may take up to 10 minutes to install, so it is recommended that the installation is performed after hours or during slow business times.

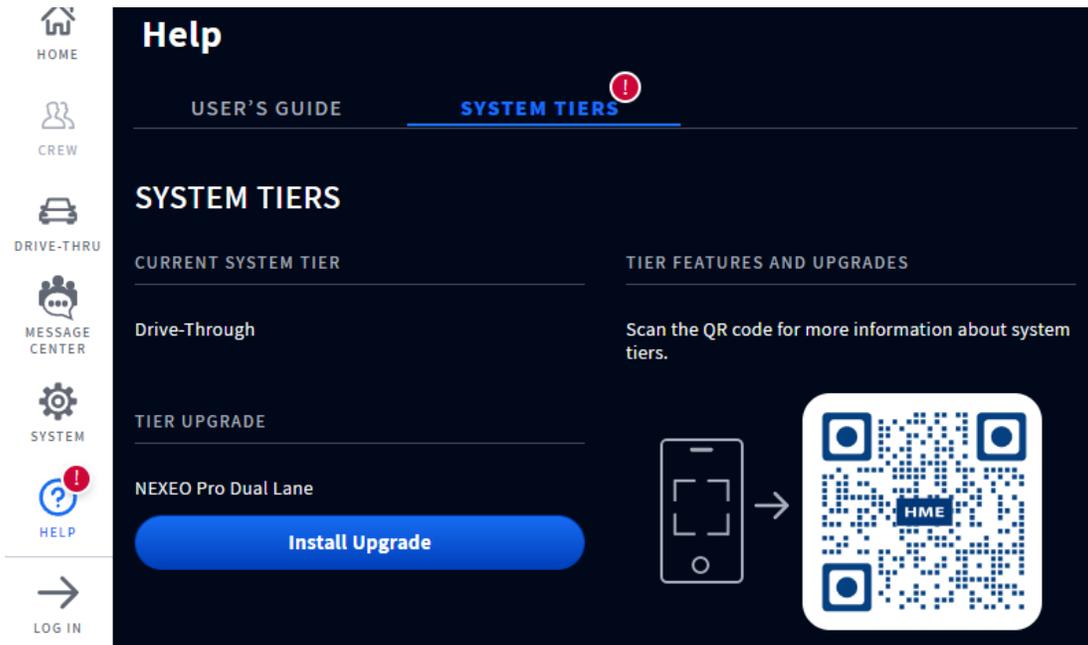


Fig. 6.3

# Troubleshooting

Problem	Solution
The Base Station is off (blank screen)	<p>The Base Station does not have a power on/off button; it turns on automatically once it is plugged into a live wall outlet.</p> <p>Verify the power adapter is plugged into a live wall outlet.</p> <p>Verify the power cable is properly terminated to J1 on the Base Station PCBA and that there is power from the power adapter to this end of the cable (illuminated LEDs on the PCBA indicate there is power to the base station).</p>
The Base Station is on but not responsive to certain actions	<p>Log in to the base station, go to SYSTEM, click on the troubleshooting tab, select from the menu and try restarting the component that is not responsive. Restarts can take several minutes to complete.</p>
The entire HOME screen is not responsive to touch	<p>Try a hard reset by unplugging the power cord from the wall outlet. Wait a few seconds and then reconnect power. Reboots can take several minutes to complete.</p>
The headset does not power on	<p>Verify the BAT70 battery is fully charged and not dead (verify charge status using the AC70)</p> <p>Verify the BAT70 battery is inserted correctly and properly docked (you should hear an audible click when it is properly inserted and securely seated).</p> <p>Verify the Power button depresses when pressed.</p> <p>Verify the battery contacts in the headset battery holder and on the battery are clean and free of debris.</p> <p>Verify the battery is the correct type (only HME BAT70 batteries are valid, the battery is labeled on the back),</p>
The headset does not pair	<p>Verify the headset has a sufficiently charged battery and that the headset is powered on (the headset status LED illuminates).</p> <p>Hold the headset steady, centered, flush against the headset pairing ring. Movement and proximity can cause pairing failures.</p>
The headset has no sound	<p>Verify the headset is on and the headset is paired.</p> <p>Verify the headset is within range of the transceiver</p> <p>Press and hold the volume up button on the headset keypad. An audible beep becomes louder as volume increases.</p>
Headset communication is choppy or drops off	<p>Headsets have an effective range. Move the headset to within range of the transceiver. Also, verify headset has a charged battery.</p> <p>Large objects can also disrupt signal propagation. Try moving to a different location or within line of sight of the transceiver.</p>
Headset battery will not charge	<p>Verify the charger is plugged in and on (port status LED is illuminated).</p> <p>Verify the battery is the correct type (BAT70).</p> <p>Verify the battery is docked correctly in the port (the battery is keyed, so it can only be inserted one way. It should not be forced into the charging port).</p> <p>Verify the battery and charger contacts are clean and free from debris, contaminants, or obstructions.</p> <p>Verify the battery is not dead. Batteries have a lifespan. They will eventually die and will need to be replaced. The Base Station monitors battery charge cycles and informs you when to replace a battery.</p>

## Additional Troubleshooting

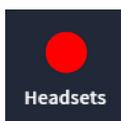
If your system malfunctions, a red indicator on the HOME screen will alert you to where the problem is (see color-code definitions below). If it cannot be fixed via the HOME screen, try resetting the system component in question via the Base Station. For example, if the problem is the Speaker/Mic Posts:

1. Select SYSTEM from the sidebar menu.
2. Log in to the system.
3. Select the TROUBLESHOOTING tab.
4. Choose Speaker/Mic Posts from the drop-down list.
5. Tap on the Restart Speaker/Mic Post button and follow the prompts to reset.

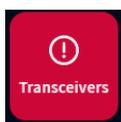
Or, try resetting the system:

1. Select SYSTEM from the sidebar menu.
2. Log in to the system.
3. Select the TROUBLESHOOTING tab.
4. Choose Base Station from the drop-down list.
5. Tap on the Restart Base Station button and follow the prompts to reset.

**Electrical Power Outage:** If your system fails to function properly after an electrical power outage, power the system off by unplugging the AC power adapter from their electrical outlets. Wait a few seconds, then plug them back in and power the system back on.



A red indicator like this one doesn't always indicate a failure. It may indicate that the feature/component is offline, inactive or possibly something else requiring corrective action. In this example there are no headsets detected, a headset needs to be turned on and paired for this marker to turn green. Tapping on the indicator will also reveal more details.



A red indicator like this one indicates a critical system failure, and requires immediate attention. In this example the Transceiver has failed, which might be caused by a disconnected or failed Ethernet cable or a loss of power. The system cannot function in this condition until the failure is resolved.



A yellow indicator indicates an intermediate or transitional state such as scanning or an alert. When the Base Station is turned on, reset, or receives an upgrade, the transceiver indicator initially turns yellow as it scans the area for available channels before turning green. This can take a few minutes.



A gray indicator like this one indicates that no AC70 Smart Battery Charger is sensed. Plug in the AC70 and position it within 10 feet (3 m) of the Base Station for it to turn green. Note: this marker is not red because the AC70 can function independently and does not require a Base Station connection to be functional.



A red exclamation mark like this indicates a new firmware update is available.

If you cannot resolve problems with the information presented here, please contact HME Technical Support at 1-800-848-4468.



Visit System > Settings > Lane Setup to assign Speaker/Mic posts to lanes.

A red banner like this is a prompt requiring attention. This banner contains the path to the feature or field requiring attention. In this example, you are asked to go to the SETTINGS tab of the **SYSTEMS** page. “Lane Setup” is found in the SETTINGS drop-down list. Once there, you will notice that the SPEAKER SELECTION field prompts you to “Select One.” For a single-lane, there is only one entry to choose from, so select this entry. The Save button appears, click Save, and the speaker/Mic post is now assigned to the lane. The red banner on the Home page disappears.

## Firmware Updates

Red Exclamation Marks like the one next to the SYSTEM icon in Fig. 6.4 indicate that a feature or component requires attention, such as a firmware update. Updates may include bug fixes, improvements, or additional features and should be kept current for the best performance.

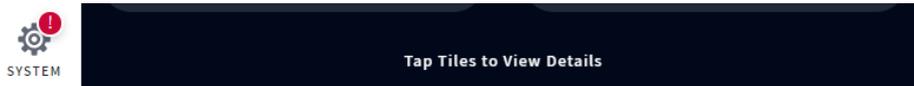


Fig. 6.4

1. Log in (see “Log In” on page 15) to proceed to the SYSTEM screen. The Red Exclamation Mark is now also visible next to the UPDATES tab.
2. Tap on the UPDATES tab. In this example, the Base Station option requires attention. See Fig. 6.5.

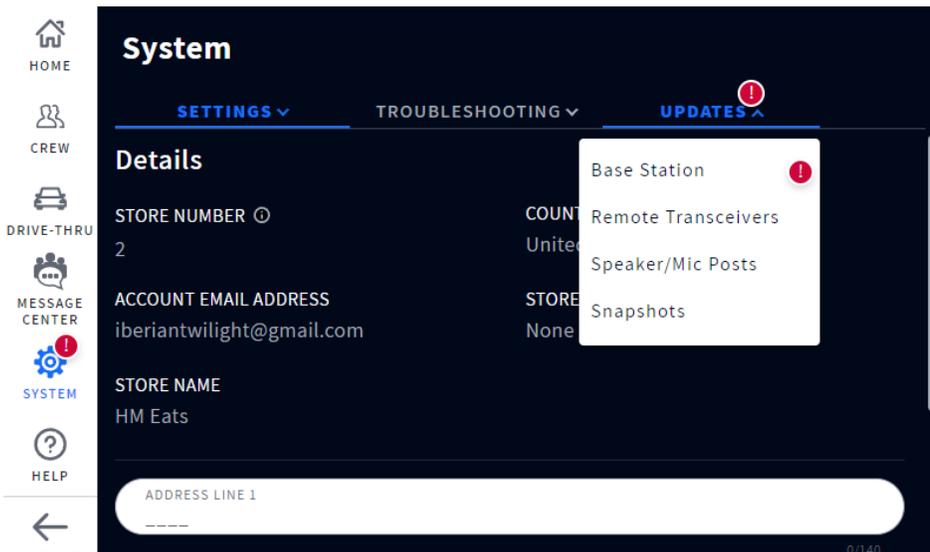


Fig. 6.5

3. Select Base Station from the drop-down list
4. Tap the  button that appears on the right. See Fig. 6.6.

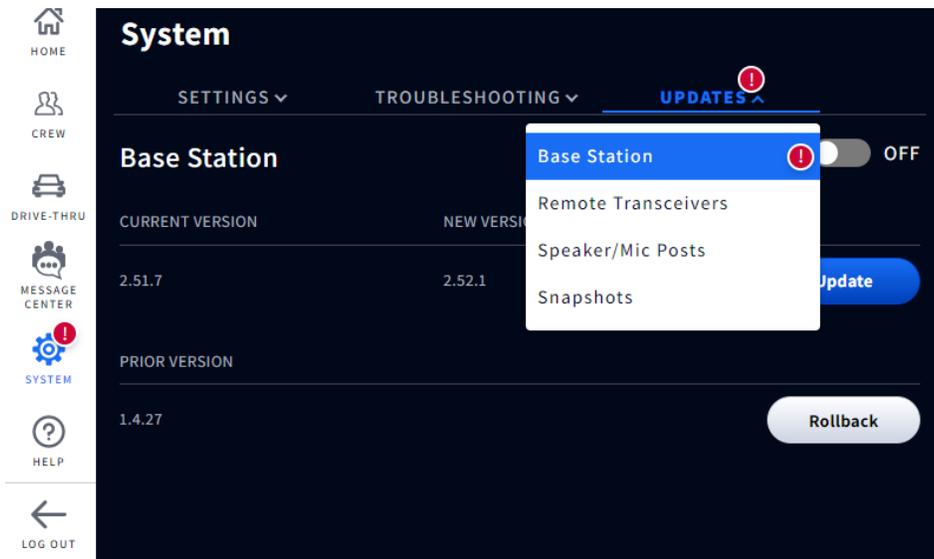


Fig. 6.6

- The update begins and provides a progress status via the progress bar, Fig. 6.7 shows the update is 65% complete. The red exclamation mark disappears when the update is initiated.

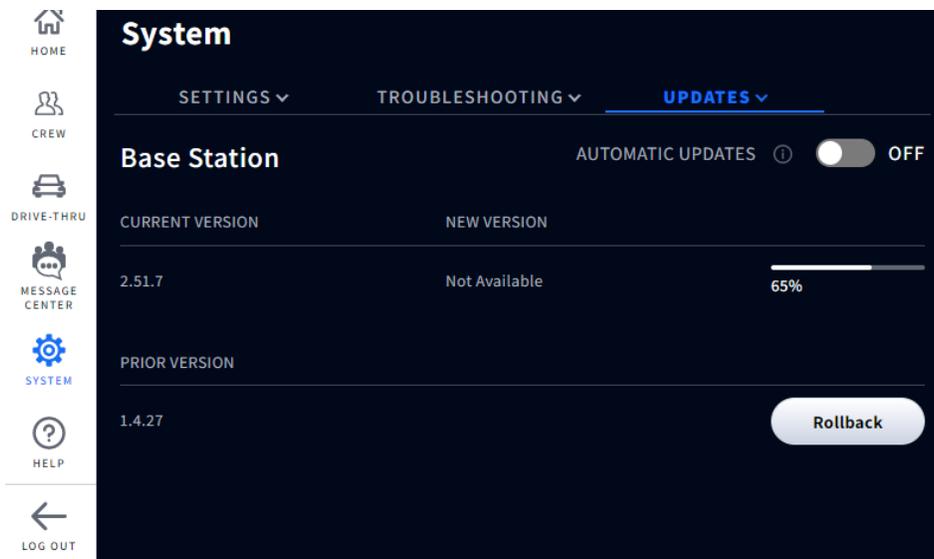


Fig. 6.7

**NOTE:** Updates can take several minutes to load and should be performed after hours to avoid service disruptions during business hours. Or, during a time when the restaurant may be using an alternative ordering option like outside order taking.

# Glossary of Terms

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**Attenuation:** Attenuation is a telecommunications term that refers to a reduction in signal strength commonly occurring while transmitting analog or digital signals over long distances. Attenuation is historically measured in dB, but it can also be measured in terms of voltage.

**AOT (Automated Order Taking):** Is a store-level voice AI ordering feature that uses a bot to take customer orders in the drive-thru so that staff are available to perform other roles in the restaurant.

**Base Station:** This is the central control unit for your system. The Base Station interfaces with all system components, including the Cloud. System features are configured and controlled here; headsets are also paired here.

**ClearSound:** This is a patented digital processing technology used to remove background noise from audio transmissions.

**CSV:** Comma-Separated Value is a file containing values separated by a delimiter and formatted as a database table.

**DHCP:** Dynamic Host Configuration Protocol is a network management protocol used on UDP/IP networks. A DHCP server dynamically assigns an IP address and other configuration parameters to each device on a network so they can communicate with other IP networks.

**Dropout:** This is the term used when a vehicle is present at a detection point but not detected by the system.

**Ellipsis/More icon:** This icon is represented by three vertical blue dots and indicates there are additional options available when tapped.

**Gateway:** A device (usually a router) that connects one or more computers on a network to other networks.

**Ghost Car/Vehicle:** This is the term used when there are detection anomalies that occur when a vehicle is detected at one detection point but not detected at another. There are a few reasons why this can occur; for example, a vehicle drives over a detection point and then leaves the lane before reaching the next detection point or vice versa. Another example is if vehicles are too close together but are detected as one vehicle. Or if a vehicle moves too quickly across one of several detection points to be detected.

**Headset:** This is the device worn by your crew/staff and used for 2-way communication between employees and customers. The **AIO (All-In-One)** headset consists of an earpiece with button/keypad controls and a wrap-around microphone.

**HME CLOUD:** This is a remote server used by your system. It allows your system to access and store data via the internet. It also provides access to other systems in your network connected to the HME CLOUD.

**IP Address:** Internet Protocol Address. A unique computer address that some electronic devices (such as computers or routers) use to identify and communicate with each other on a network.

**MAC Address:** A Media Access Control address is a unique identifier assigned to a network interface controller (NIC) for use as a network address in communications within a network segment.

**NTP:** Network Time Protocol is a networking protocol for clock synchronization between computer systems and is intended to synchronize all participating systems to within a few milliseconds of local standard time or Coordinated Universal Time (UTC).

**Pairing:** This is an initiation process required to establish a wireless connection between two or more devices allowing them to find, recognize and communicate with each other. It pairs a device to the system's control unit; headsets for example, must be paired with the Base Station before they can be used. They need to be paired every time they are put back into service if they have been logged out of the system when not in use.

**Registration:** This is a one-time function that registers a new device with an existing system. Headsets, when used for the first time, are registered at the base station. This happens automatically with the initial pairing. Once registered, the headset becomes a part of the system even though they still need to be paired with each use.

**Radio/Remote Transceiver:** This device (RT7000) is the combined radio/antenna system that facilitates wireless communication between headsets and the base station. At least one is required per store, but up to four can be installed as range extenders for larger premises. A radio transceiver can accommodate ten chat channels and ten private communication channels.

**Run-on:** This is the term used for a vehicle that has departed from a detection point but is still sensed as being present.

**Speaker:** These are speakers in addition to the headset speakers, providing another source of audio for inside or outside the store. Speakers are installed externally at menu boards to communicate with customers and can also be installed inside the store, enabling a manager to address employees such as those without headsets.

**Static DNS:** Is a Domain Name System, distributed naming system for resources connected to the Internet. Static means an assigned constant, non-changeable IP address (as opposed to a Dynamic DNS system).

**Subnet:** Splits the network into a series of subgroups or subnets to speed up the delivery of data by the routers.

**Tooltip:** This is a pop-up tip dialog box that provides information or help for a feature, term, link, button, or icon. Hovering over or tapping on the tooltip triggers the tooltip dialog to appear. The tooltip caret points to or is centered on the element it defines.

**VAIO:** Voice AI Ordering system (see AOT for definition), this is the generic label.

# Chapter 7 - AOT

**NOTE:** AOT is only available for customers with a NEXEO Pro subscription.  
AOT (Automated Order Taking) also requires a connection with a service provider. Please contact your brand/chain administration for further information.

7

AOT

AOT (Automated Order Taking): Is a store-level functionality that uses a BOT to take customer orders in the drive-thru so that staff are available to perform other roles in the restaurant. NEXEO has built-in support for AOT to work seamlessly together if a store chooses to implement this technology. NEXEO AOT support is disabled by default and can only be enabled by an installer.

If AOT is enabled, the user will notice additional feature specific messages present in the Message Center. For example, see Fig. 7.1, the first four entries under the MESSAGES tab show how AOT messages are displayed. These messages are present to support BOT Escalation. These messages cannot be modified as they are critical to the operation of NEXEO with a store AOT system.



Fig. 7.1

**BOT Escalation:** When the BOT is not able to understand the intention of the QSR customer or the language spoken is not supported, it sends an escalation request to indicate to crew members that assistance is needed. The crew will then touch the appropriate lane on the headset to connect and finish the order.

**Crew-Takeover:** When a crew member presses lane 1 or 2 on their headset, a crew takeover signal is sent to the BOT to indicate that the order will be taken by the crew member.

If your store uses AOT and you require assistance using it on your NEXEO | HDX system, please contact HME technical support at 1-800-848-4468.

# Chapter 8 - HME CLOUD

The HME CLOUD® provides remote access to your HME systems and data for any/all of your stores. When your HME systems settings and data have automatically been imported into the HME CLOUD, you can access the HME CLOUD remotely via PC, tablet, or smartphone. These instructions provide guidance on understanding the HME CLOUD and how to manipulate data within it. The default language is English. To change it, choose an available language from the drop-down list in the LANGUAGE field. HME Technical Support can also log onto a customer's NEXEO system through the HME CLOUD for remote troubleshooting and downloading debug information.

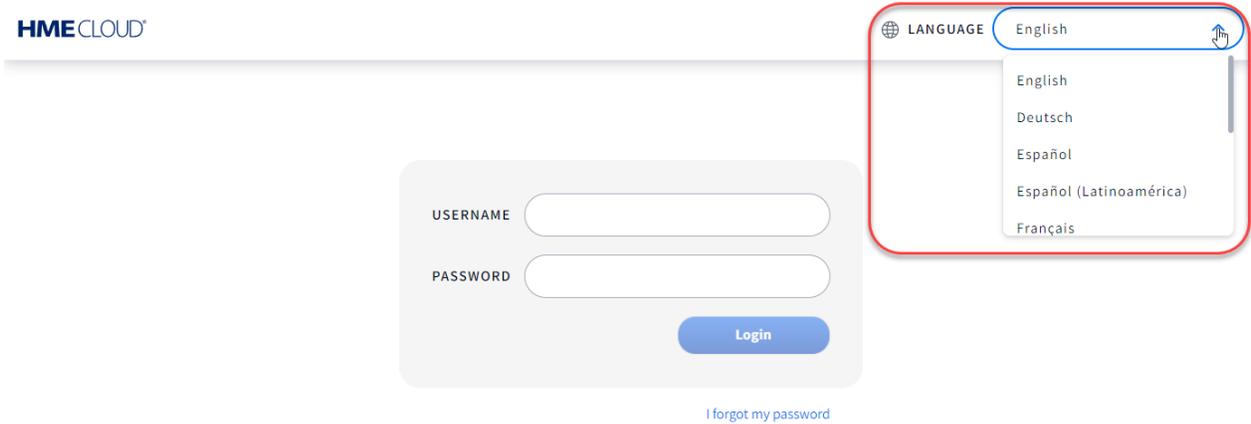


Fig. 8.1

If you have already logged in and you need to change the language, click the user image icon in the upper right corner and select LANGUAGE from the drop-down list. You can also access your ACCOUNT information, HELP, and LOG OUT from here. Clicking on the HELP opens the Frequently Asked Questions page, which may answer questions not addressed in the HME CLOUD User's Guide/Operating Instructions (Attached to the HELP page).

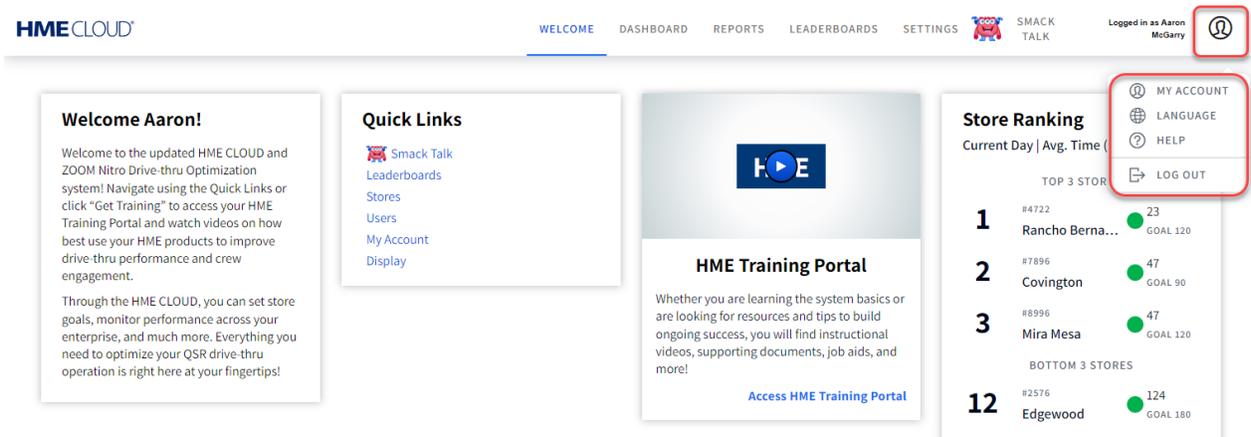


Fig. 8.2

# Welcome

Each time you log into the HME CLOUD, you will see the WELCOME page. Note that WELCOME is highlighted on the top navigation menu bar. To continue, click on any of the other topics on the top menu bar or under Quick Links to open. See Fig. 8.3.

On the WELCOME page, to the right of the Quick Links, is an access point to the HME Training Portal, which can help you with certain NEXEO features.

Click the play button on the HME screen or the blue link at the bottom of the HME Training Portal tile to access the training portal. Then, choose a product you would like to learn more about.

The “Store Ranking” list on the far right side of the WELCOME page provides you with a glimpse of a leaderboard if you are using ZOOM Nitro.

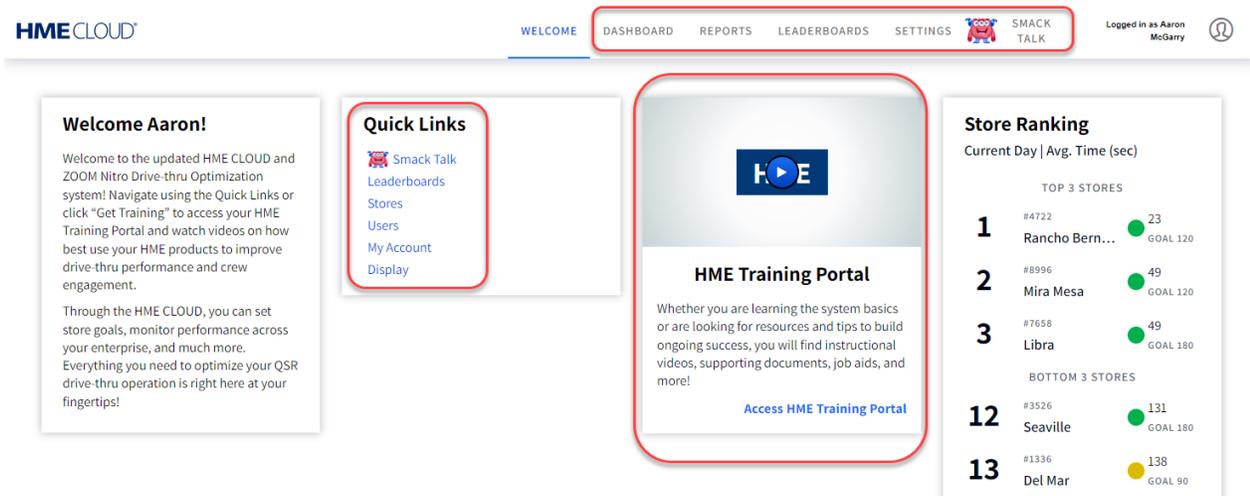


Fig. 8.3

## To access your NEXEO Base Station remotely

1. Select SETTINGS from the top navigation bar.
2. The SETTINGS page opens and defaults to the STORES tab (Fig. 8.4).
3. Use the search fields below the tabs bar to find your device.
4. In the STATUS column on the right of the page, a green dot indicates your device is online. Click on the device to open it.

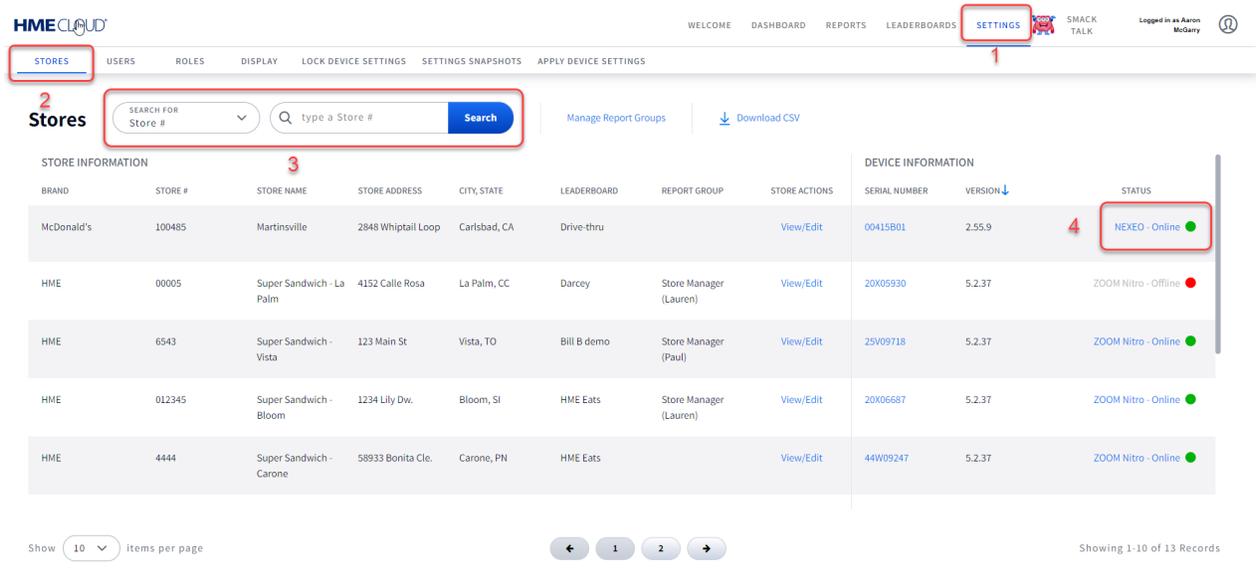


Fig. 8.4

5. A new page will open with your device's HOME screen displayed (Fig. 8.5). You can now log into your base station remotely and make any necessary changes such as configure and customize settings, record greeter messages and reminders, apply snapshots, and more.

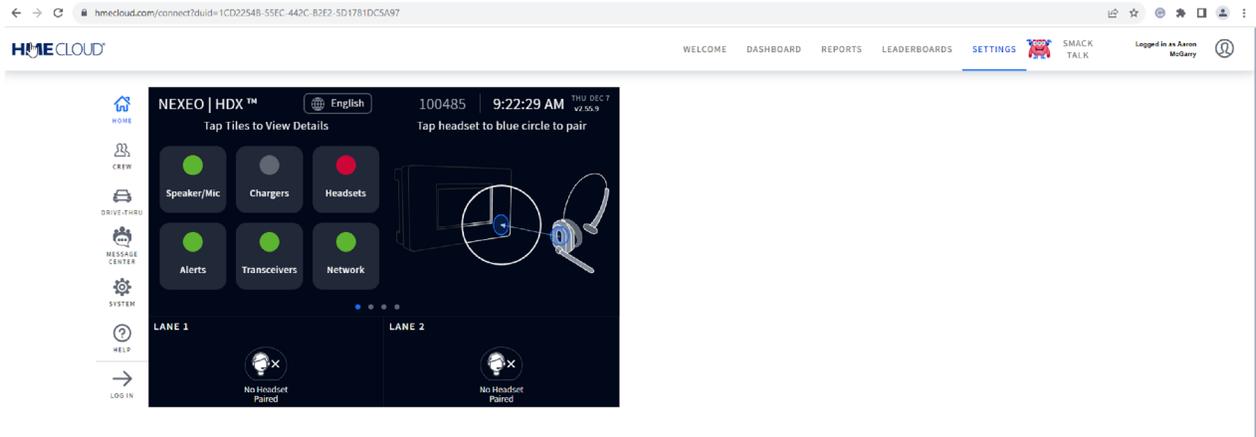


Fig. 8.5

# Snapshots

Snapshots allow you to save your system configurations. For example, perhaps your store hours are different during the summer months. You can create snapshots for different times of the year. This will allow you to change the snapshot each summer without having to manually configure the system each time. It is also a useful feature when you have several stores requiring the same configuration. The snapshot can be applied to multiple base stations at the same time.

Copy or make a note of your device's serial number (found in the Serial Number column; see Figure 8.4). From the SETTINGS menu, select the SETTINGS SNAPSHOT tab. Then click the Create Snapshot button on the right of the page. Before creating a new snapshot, first create a snapshot of your current configuration and give it a unique identifier in the NAME field. For example, in the NAME column of Figure 8.6, one snapshot named "Brianna test" already exists.

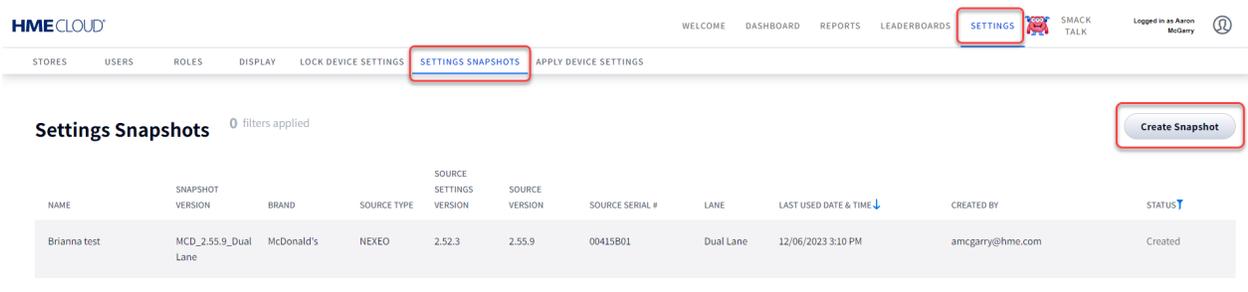


Fig. 8.6

Now, go into your base station and make the new changes for your new configuration. Once you have saved this new configuration, return here and create a new snapshot. Populate the necessary fields and click the Create Snapshot button. The Settings Snapshots page will now have a new snapshot added.

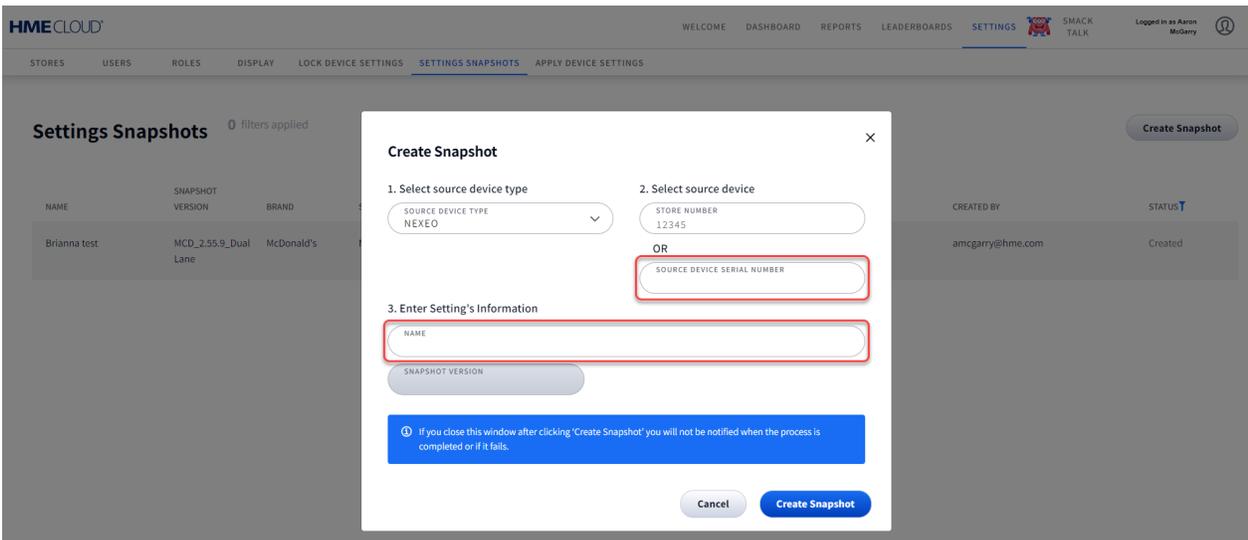


Fig. 8.7

**NOTE:** Snapshots are only stored for six months. You will receive a prompt several days before a snapshot expires. You will need to save and renew it to store it for another six months.

# Chapter 9 - Specifications

<b>BS7000</b>	<b>Base Station</b>
Dimensions	7.62" H x 12.579" W x 3.669" D (193.55 x 319.51 x 93.19 mm)
Weight	3.5 lb (1.59 kg)
Power Supply	Input Voltage: 100 - 240 VAC nominal Output Voltage: 48 VDC Current: 1.88 A      Power: 90 W
LAN	Gbit Ethernet
Front Panel	LCD type: 800x480 TFT w/ capacitive touch
Rear Panel	RJ45 (x5), USB types A & C, PCBA mounted power supply & component headers
Temperature	Operating Temperature range: 0°C (+32°F) to +50°C (+122°F).
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>HS7000</b>	<b>All-In-One (AIO) Headset</b>
Dimensions	5.2" H x 5.2" W x 2.1" D (132.1 x 132.1 x 53.3 mm) with boom excluded 9.2" H x 5.2" W x 2.1" D (234.4 x 132.1 x 53.3 mm) with boom extended down
Weight	3.67 oz (104.04 g) with battery included
Power Supply	Voltage: 3.7 VDC, powered from a rechargeable Lithium-ion battery
Frequency Range	Audio: 100 Hz to 7.4 kHz
Wireless	Main Radio: 5.180 GHz – 5.8525 GHz Secondary Radio: 2.402 GHz - 2.480 GHz
Power, Watts	Nominal Power with listening only: 0.314 W Maximum Power with dedicated mode: 0.407 W
Keypad type	Touch Sense
Temperature	Operating Temperature range: 0°C (32°F) to +50°C (+122°F) Storage Temperature range: -10°C (14°F) to +80°C (+176°F)
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>AC70</b>	<b>Smart Battery Charger</b>
Dimensions	5.09" L x 3.64" W x 1.84" H (129.2 x 92.4 x 46.7 mm)
Weight	5.97 oz (169.19 g)
Power Supply	Input Voltage: 100 - 240 VAC nominal Output Voltage: 5 V; 4 A MTBF (min.): 300,000 hours demonstrated, Charge Output: ~ 3 W per port
LAN	Wireless PAN, 2.4 GHz Wireless Technology
Front Panel	Four charging ports for BAT70. LED type: 4 x RGB, for port/battery charging status
Side Panel	Four storage ports for BAT70 (Storage ports do not charge)
Temperature	Operating Temperature range: 0°C (32°F) to +40°C (+104°F) Storage: -40°C (-40°F) to +80°C (+176°F) Humidity: 0 - 95%, non-condensing
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>RT7000</b>	<b>Remote Transceiver</b>
Dimensions	6.705" H x 7.157" W x 1.56" D (170.31 x 181.79 x 39.62 mm)
Weight	13.95 oz (395.6 g)
Power Supply	Voltage: 48 VDC (powered from BS7000). Current: 60 mA pk-pk @ 48 V
Frequency Range	Main Radio: 5.180 GHz – 5.8525 GHz Secondary Radio: 2.402 GHz - 2.480 GHz
Power	2.88 W
LAN	Ethernet wired connection to Base Station - AES/EBU interface
Front Panel	LED type: 5 x RGB, one for power and 4 for port indication
Rear Panel	RJ45 port
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F).
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>IB7000</b>	<b>Interconnect Box</b>
Dimensions (IB only)	5.68" H x 5.68" W x 2.05" D (144.3 x 144.3 x 52.1 mm)
Dimensions (Cover only)	5.85" H x 5.85" W x 2.22" D (148.6 x 148.6 x 56.4 mm)
Dimensions: IB with Cover	5.85" H x 5.85" W x 2.82" D (148.6 x 148.6 x 71.6 mm)
Weight: IB with Cover	18.6 oz (526.2 g). IB = 14.4 oz (408.2 g), cover = 4.2 oz (118 g).
Power Supply	Voltage: 48 VDC (powered from BS7000) Current: 0.331 A (max start up)
Frequency Range	Audio: 100 Hz to 7.4 kHz Powerline network over 48 VDC: 2 MHz – 67.5 MHz
Power	Nominal power with no audio: 5.2 W Maximum power at maximum volume: 22 W
Front Panel	Two adhesive strips for mounting to a vertical surface
Rear Panel	Phoenix connector type headers (includes speaker output and analog DM5 microphone input)
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F)
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>SS7000</b>	<b>Speaker</b>
Dimensions	5.76" W x 3.92" H x 3.44" D (146.3mm x 99.6mm x 87.4mm)
Weight	1.14 lb (492.6g)
Power Supply	Voltage: 48 VDC, powered from BS7000
Frequency Range	Audio: 100 Hz to 7.4 kHz
Power	15 watts, 8 ohm
Rear Panel	Phoenix connector type headers
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) to +60°C (+140°F)
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online

<b>SP10</b>	<b>Speaker</b>
Dimensions	5.62" H x 5.62" W x 4.5" D (142.8 x 142.8 x 114.3 mm)
Dimensions with foam gasket	5.62" H x 5.62" W x 4.75" D (142.8 x 142.8 x 120.6 mm)
Weight	2.55 lb (1.16 kg)
Power	15 W
Impedance	8 $\Omega$
Temperature	Operating Temperature range: -30°C (-22°F) to +60°C (+140°F)

<b>DM5</b>	<b>Microphone</b>
Dimensions	2.81" H x 2.81" W x 1.78" D (71.5 x 71.5 x 45.1 mm)
Weight	4.37 oz (123.9 g)
Microphone Type	Electronic
Impedance	200 $\Omega$
Temperature	Operating Temperature range: -30°C (-22°F) to +60°C (+140°F)

<b>Headset Rack</b>	
Dimensions	5" H x 20.3" W x 3.9" D (126 x 515 x 100 mm)

Optional Accessory (only available for markets in the US/Canadian)

<b>TI7000</b>	<b>Telephone Interface</b>
Dimensions	6.6" L x 4.5" W x 1.8" H (168 x 113 x 46 mm)
Weight	7.8 oz (221 g)
Power Supply	Voltage: 12 VDC, powered from BS7000
Panel	RJ11 and RJ45 connector type ports and two on/off switches
Wireless	N/A
Temperature	Operating Temperature range: -25°C (-13°F) and +45°C (+113°F)
Compliance	See NEXEO   HDX - Regulatory, Compliance, and Safety Guide online







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