The NEXEO Settings Snapshot feature allows you to easily copy and paste your NEXEO | HDX™ settings preferences to other NEXEO Base Stations on your account. Use the HME CLOUD® to remotely copy and apply settings from one device in your organization to another. Save time and ensure consistency at your restaurants via the HME CLOUD®.

NEXEO Settings Snapshot

To get started, you will need to create a snapshot in HME CLOUD®. Settings Snapshots retain the settings for the NEXEO | HDX™ Settings Snapshot feature will save the following key information from one device so you can easily apply these settings at another location.
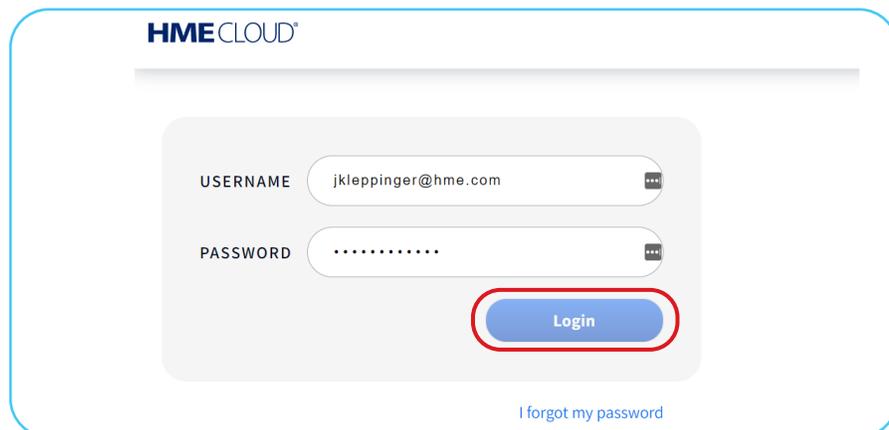
- Store hours
- Volume settings
- Message center:
    - Messages
    - Schedules
    - Audio files
- Lane configuration
- Auto update enabled / disabled settings
- Language

Note: Only users with the "Manage Device Settings" permission can use the Settings Snapshots.
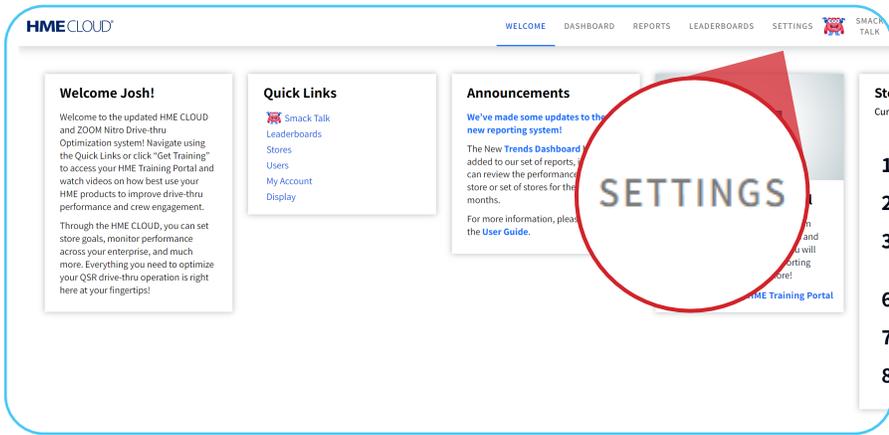
How to start

Creating a Settings Snapshot - How to save your setting from your source device.
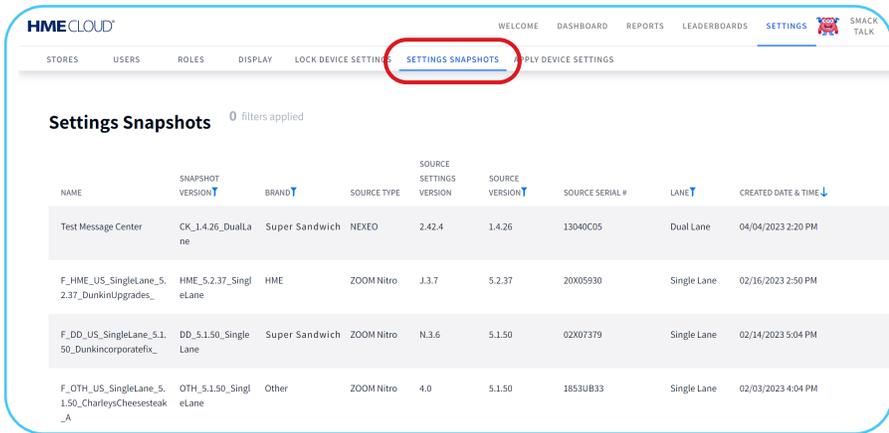
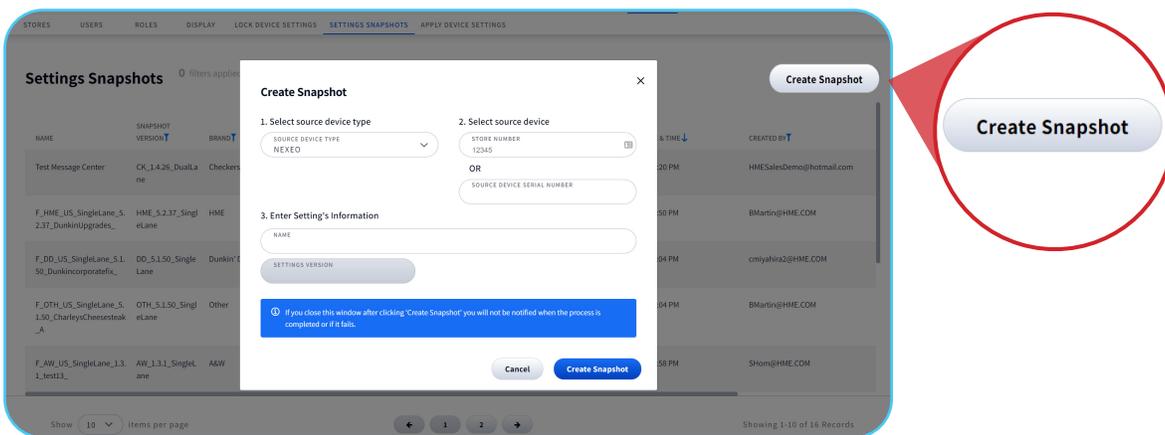1.   **Login** to your HME CLOUD® account.

2.   On the Welcome page, click **SETTINGS** in the top navigation bar.

3.   Select the **SETTINGS SNAPSHOTS** tab. This will take you to the Settings Snapshots page. All of the Snapshots on your account will be listed below.

4.   Click on the **Create Snapshot** button. A new window opens.

5. Select **NEXEO** from the **SOURCE DEVICE TYPE** drop-down menu.

6. Under **Select source device** enter the **STORE NUMBER** or device serial number of the device settings you want to copy.

   Note: Once a valid store number is entered, the **SOURCE DEVICE SERIAL NUMBER** will be automatically entered and the settings version will show in the window below.

7. Enter a name for the Settings Snapshot you are creating in the **NAME** field.

8. Click the blue **Create Snapshot** button near the bottom of the page.

9.   Your newly created Snapshot will appear on the **Settings Snapshots** page.
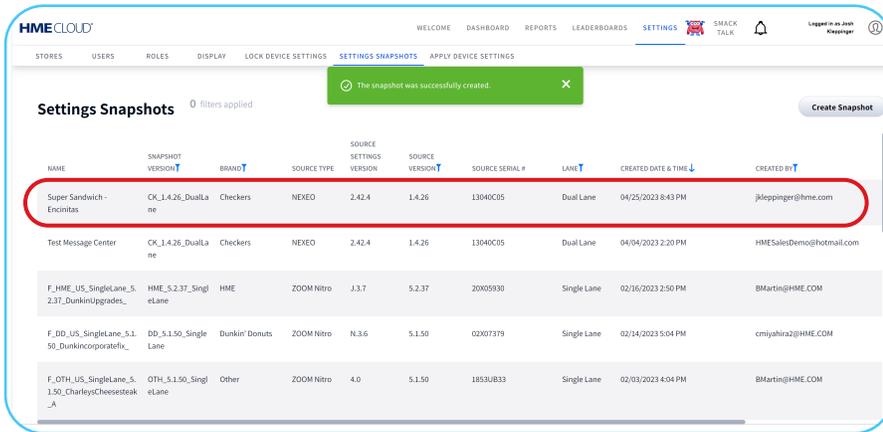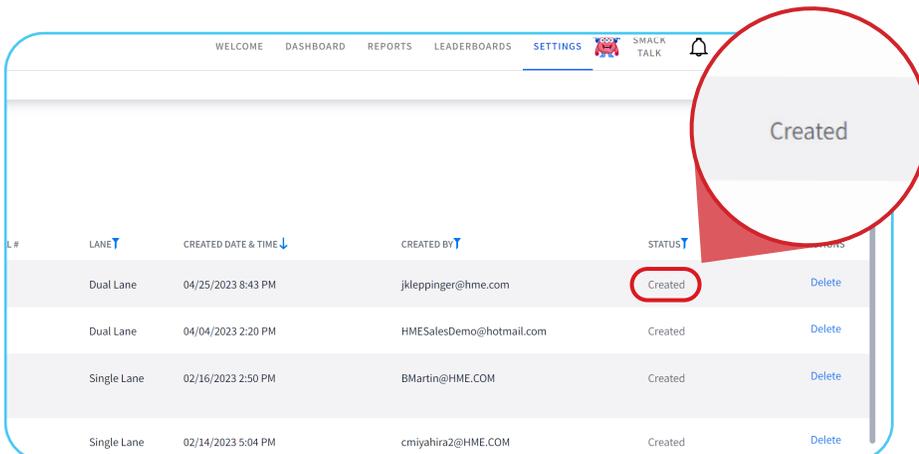

10.   **In Progress** will appear in the **STATUS** column on the far left as the data transfers from the device in the store to HME CLOUD®.
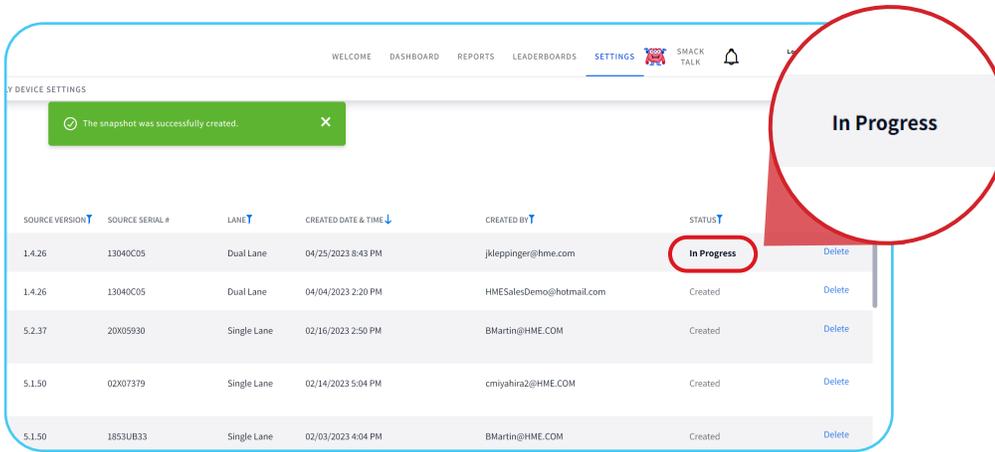
11.   Once the status reads **Created**, your new snapshot is ready to use!

Note: After a few minutes refresh your browser to update the status. If the status reads **Failed**, go back to step **8** and try again.

How to apply a Settings Snapshot

Apply saved Snapshot settings to an unlimited number of NEXEO Base Stations in your network.

1.   **Login** to your HME CLOUD® account.

2.   On the Welcome page, click **SETTINGS** in the top navigation bar.

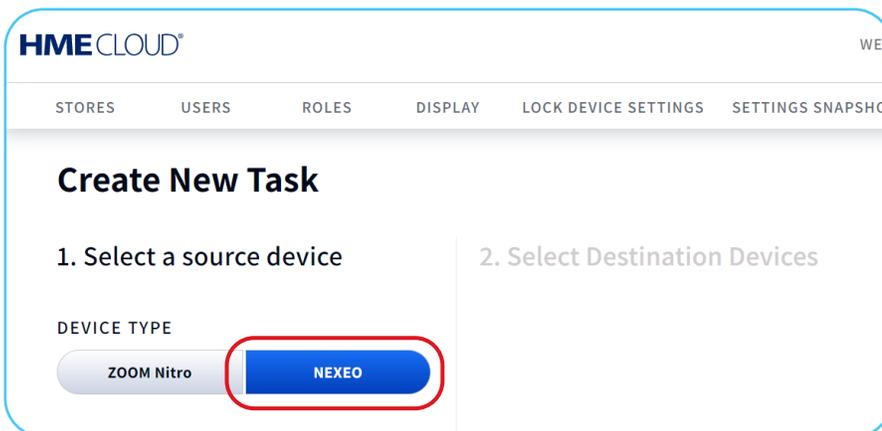3.   You will be taken to the **Stores** page.

4. Select the **APPLY DEVICE SETTINGS** tab. This will take you to the **Apply Device Settings** page.
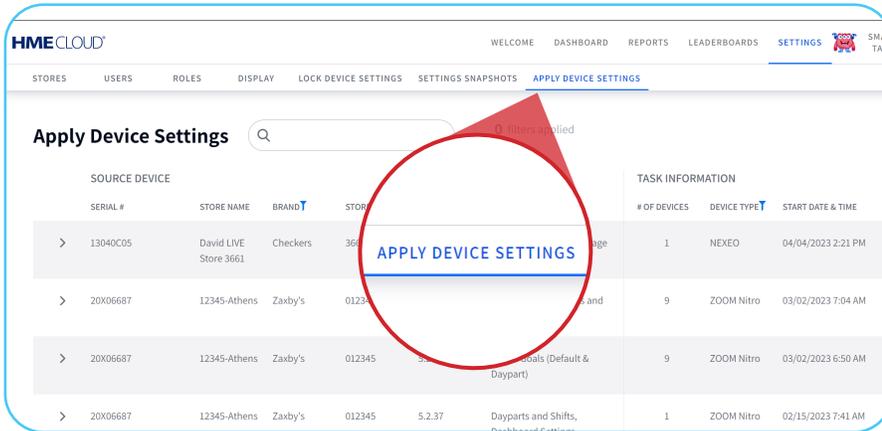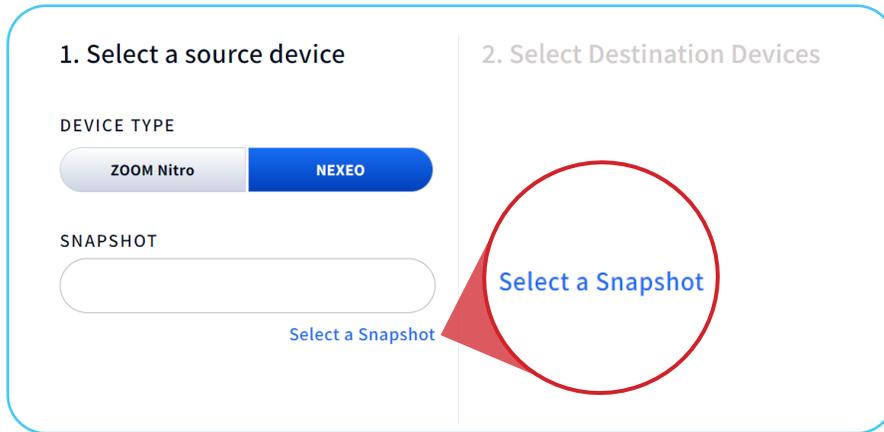

5. Click on the **Create New Task** button.
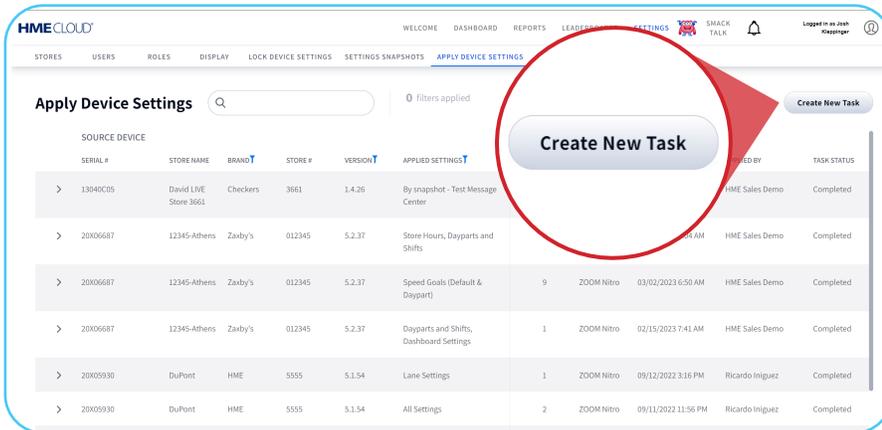
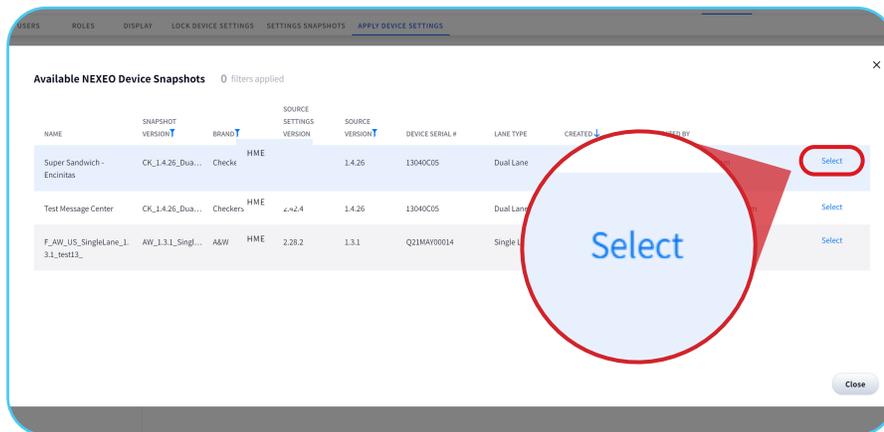6. Under Select a source device Choose **NEXEO** as the device type.

7.   Click on the blue **Select a Snapshot** link.

8.   A window listing available **NEXEO Device Snapshots** will open showing the previously created Snapshots.

**Note**: Select the Snapshot you would like to load onto another NEXEO device.

9.   Next, you will be shown a list of available NEXEO device destinations.

Note: Older software versions may not support Settings Snapshots. Always make sure your NEXEO Base Station is updated with the latest software release.

10.   Select the device(s) that will receive the new Settings Snapshot.

Note: You may select several Base Stations to apply the Snapshot to at the same time.
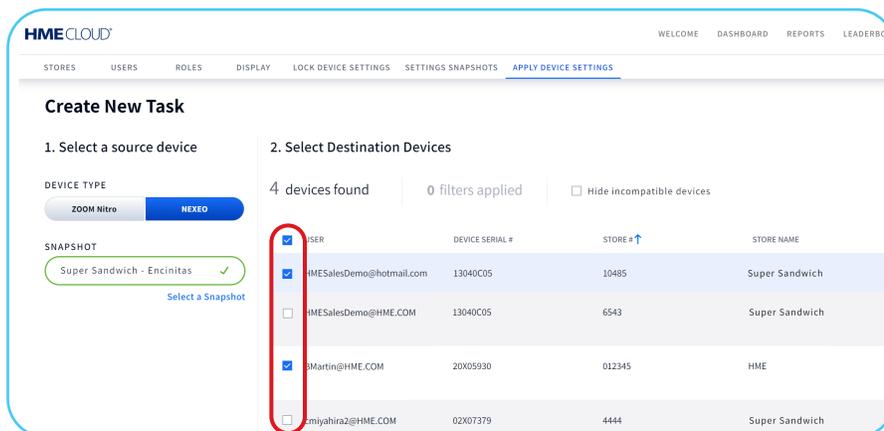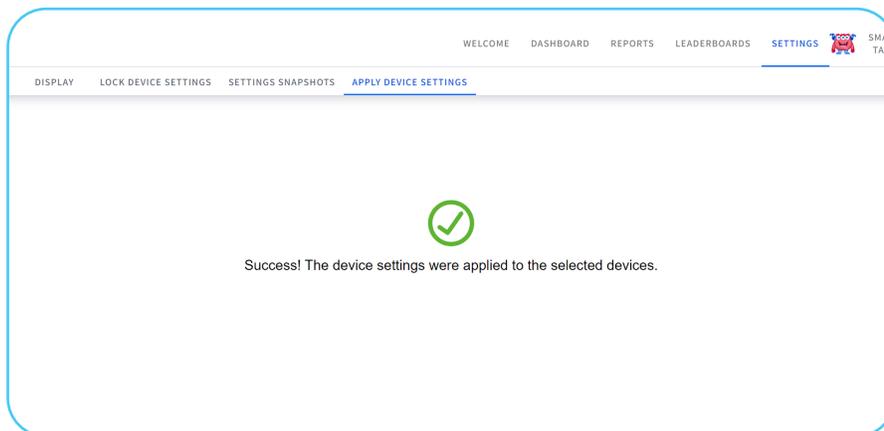
11. Click on the Apply Settings button.
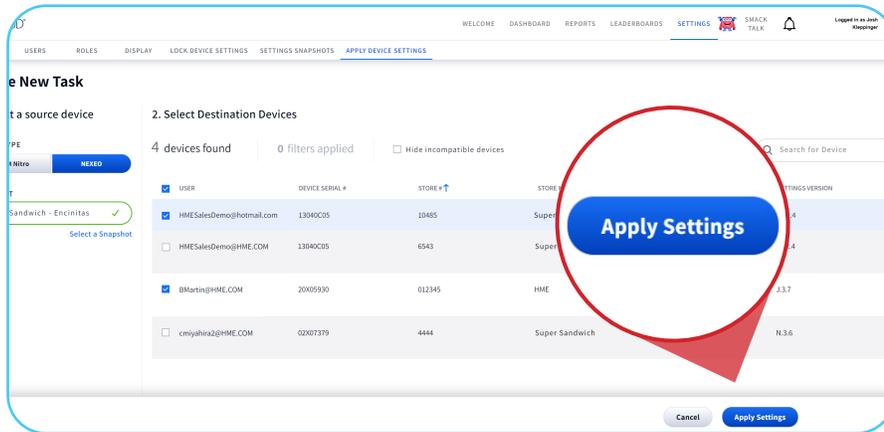
12. The Success notification will show, and ``In Progress" will show in the TASK STATUS and APPLIED SETTINGS columns.

   Note: It may take a few minutes for the receiving NEXEO Base Station to download the new Snapshot data.

13. Once updated, the NEXEO | HDX™ Base Station(s) in the restaurant(s) will display a red exclamation icon on the system cog wheel to indicate an update is waiting to be applied. The restaurant will then need to install the snapshot.

   Note: Installing a new Snapshot could potentially take up to 30 minutes. During this time the base station and headsets will be unusable. For this reason, we recommend only updating outside of the store's operational hours.
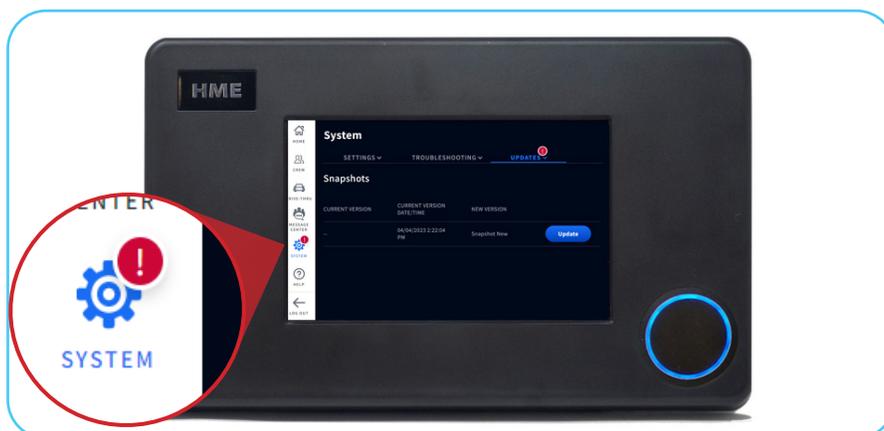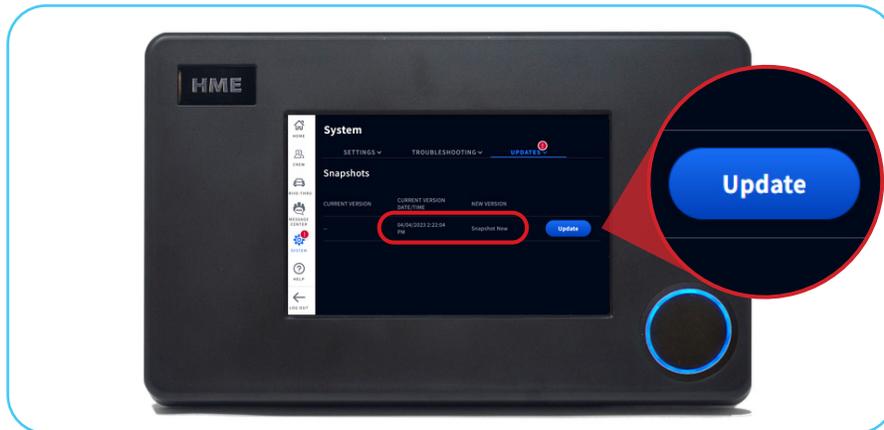
a. When you are ready to apply the Snapshot to the NEXEO | HDX™ Base Station, please select System on the Menu, located on the left side of the touch screen. Then select Updates, and from the dropdown, select Snapshots.
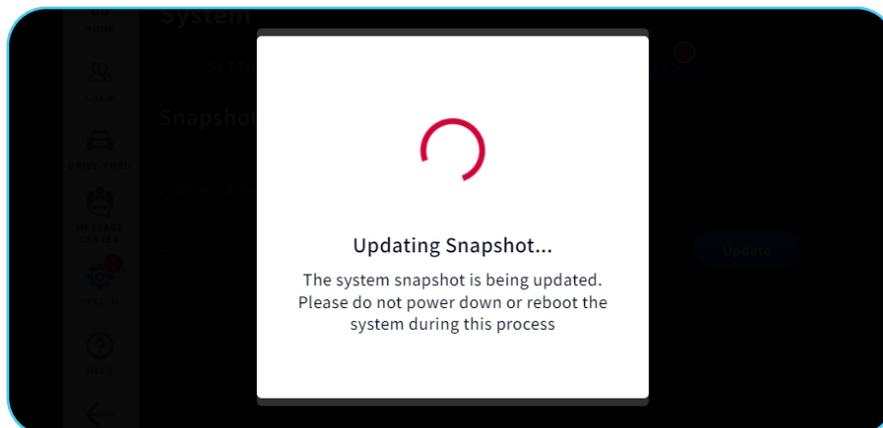
Note: A Manager's 4 digit access code is required to update your NEXEO Settings Snapshot.

b. Tap the blue **Update** button to install the Snapshot.

c. **i**nstalling a new Snapshot can take up to 30 minutes. While the Snapshot is being installed the base station and headsets will be unusable. We highly recommend only updating outside of the store's operational hours.

14. The Apply Device Settings page on **HME CLOUD®** will now show Completed in the **APPLIED SETTINGS** column.

> **Note**: Settings Snapshots expire after 6 months and a warning icon will appear next to the snapshot on the snapshots page in the final month before expiration

For help, call 800.848.4468 (options 1,2, and 3) or email: support@hme.com

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