Create and apply NEXEO | HDX[™] Settings Snapshots

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

HOSPITALITY

& SPECIALTY COMMUNICATIONS

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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.

ŀ	HME CLOUD®	
	USERNAME	jkleppinger@hme.com
	PASSWORD	Login
		I forgot my password

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

Welcome Josh!	Quick Links	Announcements
Welcome to the updated HME CLOUD and 200N Hits Orive-thru Optimization system! Navigate using, the Quick Links or citck "Get Training "to access your HME Training Portal and watch videos on how best use your HME products to improve drive-thru performance and crew engagement. Through the HME CLOUD, you can set store goals, monitor performance arrors wave reformance and much	Smack Talk Leaderboards Stores Users My Account Display	We've made some updates to the new reporting system! The New Trends Dashbaard added to our set of reports, can review the performando store or set of stores for the months. For more information, pleas the User Guide.
oner. Everythis you need to optimize your QSR drive-thru operation is right here at your fingertips!		Frei ME Training Po

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.

MECLOUD"					WELCOME	DASHBOARD REP	DRTS LEADERBOA	ARDS SETTINGS	SMA TAL
STORES USERS	ROLES DIS	PLAY LOCK DEVIC	E SETTINGS	SETTINGS SNAP	SHOTS APPLY D	EVICE SETTINGS			
Settings Sna	apshots ⁰	ers applied							
NAME	SNAPSHOT VERSION	BRAND	SOURCE TYPE	SOURCE SETTINGS VERSION	SOURCE VERSION	SOURCE SERIAL #	LANE	CREATED DATE & TIME↓	
Test Message Center	CK_1.4.26_DualLa ne	Super Sandwich	NEXEO	2.42.4	1.4.26	13040C05	Dual Lane	04/04/2023 2:20 PM	
F_HME_US_SingleLan 2.37_DunkinUpgrades	ie_5. HME_5.2.37_Singl s_ eLane	нме	ZOOM Nitro	J.3.7	5.2.37	20X05930	Single Lane	02/16/2023 2:50 PM	
F_DD_US_SingleLane 50_Dunkincorporatefi	_5.1. DD_5.1.50_Single x_ Lane	Super Sandwich	ZOOM Nitro	N.3.6	5.1.50	02X07379	Single Lane	02/14/2023 5:04 PM	
F_OTH_US_SingleLan 1.50_CharleysCheeses _A	e_5. OTH_5.1.50_Singl steak eLane	Other	ZOOM Nitro	4.0	5.1.50	1853UB33	Single Lane	02/03/2023 4:04 PM	

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

STORES USERS R	ioLES DISPLAY LOG	CK OEVICE SETTINGS SKAPSHOTS APPLY C	EVICE SETTINGS	×	Create Snapshot
NAME V Test Message Center C	SNAPSHOT JERSION T BRAND T CK_14.26_DualLa Checkers- 36	1. Select source device type SOURCE DEVICE TYPE NEXED	2. Select source device STORE NUMBER 12345 OR	а тіме↓ :20 РМ	CREATED BY
F_HME_US_SingleLane_5. H 2.37_DunkinUpgrades_ e	HME_5.2.37_Singl HME eLane	3. Enter Setting's Information	SOURCE DEVICE SERIAL NUMBER	:50 PM	BMartin@HME.COM
F_DD_US_SingleLane_5.1. D 50_Dunkincorporatefix_ L	DD_5.1.50_Single Dunkin' (Lane	SETTINGS VERSION		:04 PM	cmiyahira2@HME.COM
F_OTH_US_SingleLane_5. C 1.50_CharleysCheesesteak e _A	OTH_5.1.50_Singl Other eLane	If you close this window after clicking "Create Snape completed or if it fails.	shot' you will not be notified when the process is	:04 PM	BMartin@HME.COM
F_AW_US_SingleLane_1.3. A 1_test13_ a	AW_1.3.1_SingleL A&W ane		Cancel Create Sr	iss PM	SHom@HME.COM
Show 10 🗸 iter	ms per page	÷ 1	2 +		Showing 1-10 of 16 Records

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

1. Select source device type	2. Select source device
SOURCE DEVICE TYPE NEXEO	STORE NUMBER 12345
NEXEO	OR
	SOURCE DEVICE SERIAL NUMBER
3. Enter Setting's Information	
NAME	

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.

1. Select source device type		2. Select source device	
SOURCE DEVICE TYPE NEXEO	~	STORE NUMBER 10485	8
		OR	
		SOURCE DEVICE SERIAL NUMBER 13040C05	
3. Enter Setting's Information			
NAME Super Sandwich - Encinitas			
SETTINGS VERSION			

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

ngs Snaps	hots ^{0 filte}	ers applied	Create Snapshot	\$	×	Create Snapshot
	SNAPSHOT VERSION	BRAND	1. Select source device type 2. : SOURCE DEVICE TYPE NEXED	Select source device	& TU	
ssage Center	CK_1.4.26_DualLa ne	Checkers		OR SOURCE DEVICE SERIAL NUMBER 13040C05		uil.com
_US_SingleLane_5. InkinUpgrades_	HME_5.2.37_Singl eLane	HME	3. Enter Setting's Information		Create Snaps	not
JS_SingleLane_5.1. kincorporatefix_	DD_5.1.50_Single Lane	Dunkin' (SUPER SANGWICH - EICHINGS SETTINGS VERSION CK_1.4.26_DualLane			
US_SingleLane_5. arleysCheesesteak	OTH_5.1.50_Singl eLane	Other	Hyou close this window after clicking 'Create Snapshot' ye completed or if it fails.	u will not be notified when the process is		/
JS_SingleLane_1.3. 3_	AW_1.3.1_SingleL ane	A&W		Cancel Create Snapshot	:58 PM SHom@HI	ME.COM

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

NE CLOUD'					WELCOME	DASHBOARD REP	ORTS LEADERBO	ARDS SETTINGS AND TALK	
STORES USERS	ROLES DISP	LAY LOCK DEVI	CE SETTINGS	SETTINGS SNAP	SHOTS APPLY D	EVICE SETTINGS			
Settings Snaps	shots ^{0 filte}	rs applied		The snapsh	ot was successfully	y created.	×		Create Sna
NAME	SNAPSHOT VERSION	BRAND	SOURCE TYPE	SOURCE SETTINGS VERSION	SOURCE VERSION	SOURCE SERIAL #	LANE	CREATED DATE & TIME	CREATED BY
Super Sandwich - Encinitas	CK_1.4.26_DualLa ne	Checkers	NEXEO	2.42.4	1.4.26	13040C05	Dual Lane	04/25/2023 8:43 PM	jkleppinger@hme.com
Test Message Center	CK_1.4.26_DualLa ne	Checkers	NEXEO	2.42.4	1.4.26	13040C05	Dual Lane	04/04/2023 2:20 PM	HMESalesDemo@hotmail.co
F_HME_US_SingleLane_5. 2.37_DunkinUpgrades_	HME_5.2.37_Singl eLane	НМЕ	ZOOM Nitro	J.3.7	5.2.37	20005930	Single Lane	02/16/2023 2:50 PM	BMartin@HME.COM
F_DD_US_SingleLane_5.1. 50_Dunkincorporatefix_	DD_5.1.50_Single Lane	Dunkin' Donuts	ZOOM Nitro	N.3.6	5.1.50	02007379	Single Lane	02/14/2023 5:04 PM	cmiyahira2@HME.COM
F_OTH_US_SingleLane_5. 1.50_CharleysCheesesteak _A	OTH_5.1.50_Singl eLane	Other	ZOOM Nitro	4.0	5.1.50	1853UB33	Single Lane	02/03/2023 4:04 PM	BMartin@HME.COM

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[®].

			WELCOME DASHBOARD R	REPORTS LEADERBOARDS SETTINGS	SMACK D	
Y DEVICE SETTINGS						
Ø The	snapshot was successfully cre	eated.	×			In Progress
SOURCE VERSION	SOURCE SERIAL #	LANE	CREATED DATE & TIME ↓	CREATED BY	status₹	
1.4.26	13040C05	Dual Lane	04/25/2023 8:43 PM	jkleppinger@hme.com	In Progress	Delete
1.4.26	13040C05	Dual Lane	04/04/2023 2:20 PM	HMESalesDemo@hotmail.com	Created	Delete
5.2.37	20X05930	Single Lane	02/16/2023 2:50 PM	BMartin@HME.COM	Created	Delete
5.1.50	02X07379	Single Lane	02/14/2023 5:04 PM	cmiyahira2@HME.COM	Created	Delete
5.1.50	1853UB33	Single Lane	02/03/2023 4:04 PM	BMartin@HME.COM	Created	Delete

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.

		WELCOME	DASHBOARD	REPORTS	LEADERBOARDS	SETTINGS	×	SMACK TALK	Ω		
										Created	
4	LANE	CREATED DATE & TIME	€↓	CREA	ATED BY			STATUS		Слон	
	Dual Lane	04/25/2023 8:43 PM		jklep	opinger@hme.com			Create	J	Delete	
	Dual Lane	04/04/2023 2:20 PM 02/16/2023 2:50 PM		HME	SalesDemo@hotmai	l.com		Create	d	Delete	
		,,									
	Single Lane	02/14/2023 5:04 PM	I	cmiy	yahira2@HME.COM			Create	d	Delete	ソ

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.

HME CLOUD [®]		
USERNAME	jkleppinger@hme.com	
PASSWORD		
	Login	
	l forgot my	password

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

	- 1
ETTINGS	
	m s and ou will porting
ess HME Tr	raining Portal
	ass HME T

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

),				w	IELCOME DASHBOA	RD REPORTS I	LEADERBOARDS	SETTINGS 🎽
STORES	USERS ROLES	DISPLAY LOCK DEVIC	E SETTINGS SE	TTINGS SNAPSHOTS	APPLY DEVICE SETTINGS				
Stores	SEARCH FOR Store #	✓ Q type a Sto	re #	Search	Manage Hierarchy	↓ Downlo	ad CSV		
STORE INFO	DRMATION							DEVICE INFOR	MATION
BRAND	STORE #	STORE NAME	STORE ADDRESS	CITY, STATE	LEADERBOARD	REPORT GROUP	STORE ACTIONS	SERIAL NUMBER	VERSION
нме	10485				Drive-thru		View/Edit	13040C05	1.4.26
HME	5555	Super Sandwich - La Palm	4152 Calle Rosa	La Palm, CC	Darcey	Atlantic	View/Edit	20X05930	5.2.37
HME	6543	Super Sandwich - Vista	123 Main St	Vista, TO	Non-Gamified	Miguel Ramirez	View/Edit	25V09718	5.2.37
HME	012345	Super Sandwich - Bloom	1234 Lily Dw.	Bloom, SI	Non-Gamified	South	View/Edit	20X06687	5.2.37
нме	4444	Super Sandwich -	58933 Bonita Cle.	Carone, PN	Non-Gamified	Lauren Huong	View/Edit	44W09247	5.2.37

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

M		UD° users ro	LES DISPL	AY LOCK	DEVICE SETTING	S SETTINGS SNA	WELCOME DAS	HBOARD	REPORTS L	EADERBOARDS	SETTINGS 🧱
A	pply	/ Device Set	tings (λ			0 filters applied	1			
		SOURCE DEVICE			/				TASK INFOR	RMATION	
		SERIAL #	STORE NAME	BRAND	STOR				# OF DEVICES	DEVICE TYPE	START DATE & TIME
	>	13040C05	David LIVE Store 3661	Checkers	³⁶⁶ AP	PLY DEVIC	E SETTINGS	age	1	NEXEO	04/04/2023 2:21 PM
	>	20X06687	12345-Athens	Zaxby's	01234			s and	9	ZOOM Nitro	03/02/2023 7:04 AM
	>	20X06687	12345-Athens	Zaxby's	012345		aoals (Defai Daypart)	ult &	9	ZOOM Nitro	03/02/2023 6:50 AN
	>	20X06687	12345-Athens	Zaxby's	012345	5.2.37	Dayparts and Shift	s,	1	ZOOM Nitro	02/15/2023 7:41 AM

5. Click on the **Create New Task** button.

NECLO	UD"					WELCOME DASHBOARD	REPORT	S LEADERDO	_		MACK 🗘	Logged in as Josh Kleppinger
STORES	USERS RO	.ES DISPL	AY LOCK D	EVICE SETTINGS	SETTINGS SN	APSHOTS APPLY DEVICE SETTIN	NGS				_	
Apply	Device Set	ings	ξ			0 filters applied						Create New Task
	SOURCE DEVICE	CTODE NAME	20110	57005 ×	uroriou.		(Create	Nev	w Task		TAPH PENTUR
>	13040C05	David LIVE Store 3661	Checkers	3661	1.4.26	By snapshot - Test Message Center					HME Sales Demo	Completed
>	20X06687	12345-Athens	Zaxby's	012345	5.2.37	Store Hours, Dayparts and Shifts				54 AM	HME Sales Demo	Completed
>	20X06687	12345-Athens	Zaxby's	012345	5.2.37	Speed Goals (Default & Daypart)		9 ZOOM	4 Nitro	03/02/2023 6:50 AM	HME Sales Demo	Completed
>	20X06687	12345-Athens	Zaxby's	012345	5.2.37	Dayparts and Shifts, Dashboard Settings		1 ZOON	4 Nitro	02/15/2023 7:41 AM	HME Sales Demo	Completed
>	20X05930	DuPont	HME	5555	5.1.54	Lane Settings		1 ZOOM	4 Nitro	09/12/2022 3:16 PM	Ricardo Iniguez	Completed
>	20X05930	DuPont	HME	5555	5.1.54	All Settings		2 ZOON	4 Nitro	09/11/2022 11:56 PM	Ricardo Iniguez	Completed

6. Under Select a source device Choose **NEXEO** as the device type.



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

DEVICE TYPE		
ZOOM Nitro	NEXEO	
NAPSHOT		
		Select a Snapshot
	Select a Snapsho	t

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

USER	s ROLES DIS	PLAY LOCK DEV	ICE SETTII	NGS SE	TTINGS SNAPSHO	TS APPLY DEVIC	E SETTINGS				
,	vailable NEXEO Dev	rice Snapshots	0 filt	ers appli	ed						×
	NAME	SNAPSHOT VERSION	BRAND		SOURCE SETTINGS VERSION	SOURCE VERSION	DEVICE SERIAL #	LANE TYPE	CREATED 4		
	Super Sandwich - Encinitas	CK_1.4.26_Dua	Checke	HME		1.4.26	13040C05	Dual Lane		Sele	a
	Test Message Center	CK_1.4.26_Dua	Checker	НМЕ	2.42.4	1.4.26	13040C05	Dual Lane		n Sele	ct
	F_AW_US_SingleLane_1. 3.1_test13_	AW_1.3.1_Singl	A&W	нме	2.28.2	1.3.1	Q21MAY00014	Single L	Select	Sele	α
									$\langle /$		
										(Close

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.

HME CLOUD*			WELCOME	DASHBOARD REPORTS LEADERB
STORES USERS ROLES DISPL	AY LOCK DEVICE SETTINGS SETTIN	IGS SNAPSHOTS APPLY	DEVICE SETTINGS	
Create New Task				
1. Select a source device	2. Select Destination Devi	ces		
DEVICE TYPE ZOOM Nitro NEXEO	4 devices found	filters applied	Hide incompatible devices	
SNAPSHOT	JSER	DEVICE SERIAL #	STORE # 1	STORE NAME
Super Sandwich - Encinitas 🗸	✓ IMESalesDemo@hotmail.com	13040C05	10485	Super Sandwich
Select a Snapshot	HMESalesDemo@HME.COM	13040C05	6543	Super Sandwich
	BMartin@HME.COM	20X05930	012345	НМЕ
	Cmiyahira2@HME.COM	02X07379	4444	Super Sandwich

11. Click on the Apply Settings button.

D.			WELCOME DA	SHBOARD REPORTS	LEADERBOARDS SETTINGS 🧱	TALK	Logged in as Josh Kleppinger
USERS ROLES DISPLA	V LOCK DEVICE SETTINGS SETTING	S SNAPSHOTS APPLY	DEVICE SETTINGS				
New Task							
a source device	2. Select Destination Device	es			\frown		
YE Nitro NEXED	4 devices found 0	filters applied	Hide incompatible devices			Q Search f	or Device
	USER USER	DEVICE SERIAL #	STORE # 1	STORE		TTINGS V	ERSION
andwich - Encinitas 🗸	HMESalesDemo@hotmail.com	13040C05	10485	Super	Apply Sotting	4	
Select a Snapshot	HMESalesDemo@HME.COM	13040C05	6543	Super	Apply Settings		
	BMartin@HME.COM	20105930	012345	нме		J.3.7	
	cmiyahira2@HME.COM	02X07379	4444	Super Sandwich		N.3.6	
					Cancel	oply Settings	

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.

нме		
SYSTEM	System Image: Signature Signate Signature Signature	

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.

HME	-	
	Sittings troughtshootings versions Sittings troughtshootings versions Snapshots Content internet version versions eversion version versions eversion version versions eversion version version versions eversion version v	Update
		0

c. installing 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

ROLES	DISPLAY	LOCK DEVICE	SETTINGS SETT	TINGS SNAPSHOTS	WELCOME	DASHBOARD RE	PORTS LEADER	BOARDS SETTINGS	SMACK 🛆	Logged in as Josh Kleppinger
etting	gs Q			0 filte	rs applied					Create New Task
E						TASK INFORM	ATION			1
	STORE NAME	BRAND	STORE #	VERSION	APPLIED SETTINGS	# OF DEVICES	DEVICE TYPE	START DATE & TIME	APPLIED BY	TASK STATUS
		Checkers	10485	1.4.26	By snapshot - Super Sandwich - Encinitas	1	NEXEO	05/01/2023 10:51 AM	Josh Kleppinger	Completed
		Checkers	10485	1.4.26	By snapshot - Super Sandwich - Encinitas	1	NEXEO	04/27/2023 9:12 AM	Josh Kleppinger	Failed
		Checkers	10485	1.4.26	By snapshot - Super Sandwich - Encinitas	1	NEXEO	04/27/2023 8:26 AM	Josh Kleppinger	Failed
		Checkers	10485	1.4.26	By snapshot - Super Sandwich - Encinitas	1	NEXEO	04/26/2023 4:11 PM	Josh Kleppinger	Failed
	David LIVE Store 3661	Checkers	3661	1.4.26	By snapshot - Test Message Center	1	NEXEO	04/04/2023 2:21 PM	HME Sales Demo	Completed
	12345-Athens	Zaxby's	012345	5.2.37	Store Hours, Dayparts and Shifts	9	ZOOM Nitro	03/02/2023 7:04 AM	HME Sales Demo	Completed

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

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HME Training Portal

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