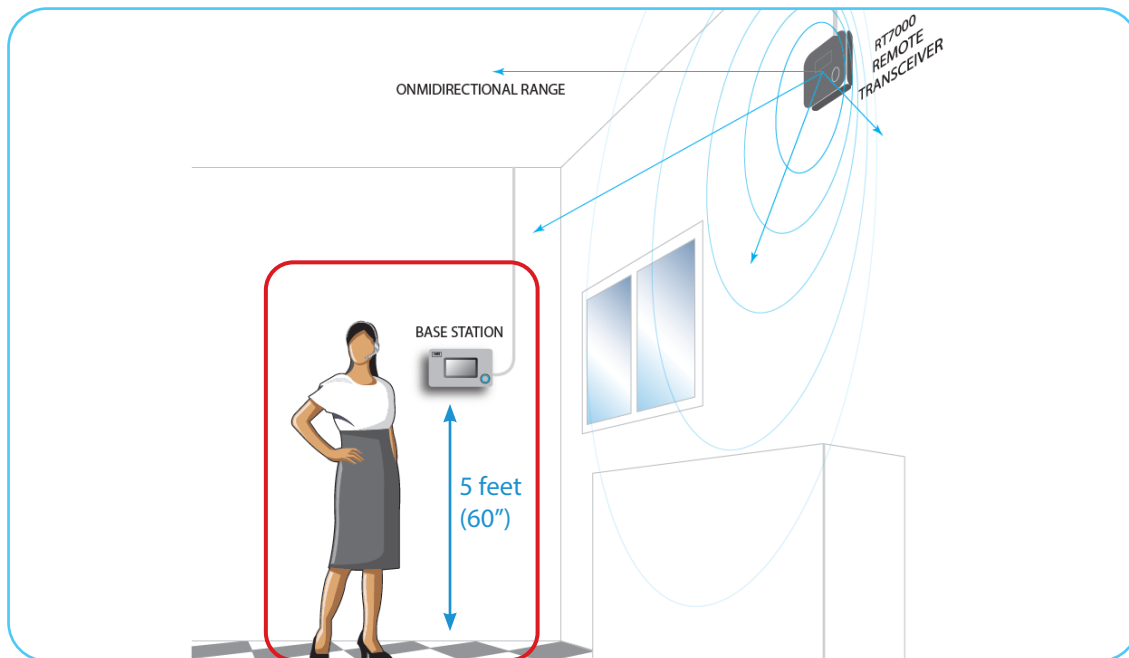


NEXEO | HDX™ Interactive Base Station Installation Requirements

The NEXEO | HDX Platform changes the way you interact with your crew, the headset, and your customers. To ensure you are able to take full advantage of NEXEO's capabilities, it is critical that the NEXEO | HDX Base Station is installed in a location that is easily accessible to all employees.

- The NEXEO | HDX Base Station should be mounted in a location that is easily accessible by all crew members at all times (i.e., not in a locked office with limited access).
- Mount the Base Station with the touchscreen visible and within easy reach to comfortably operate with fingers. Installers should install the bottom edge of the NEXEO Base Station so that it is 5 feet (60 inches) above the restaurant floor. It is a general guideline that the mounting height be between **shoulder and eye-level** for someone of average height.
Note: Mounting height should also take into consideration personnel with disabilities, such as those requiring the use of a wheelchair.
- If mounting the Base Station in an area with high foot traffic, take into consideration carts and mobile shelving units, which can damage the Base Station if impacted.



- The Base Station is the control center for your NEXEO and is a networked wireless system which requires a NEXEO subscription. When installed in the proper location, some benefits include:
 - Ensuring your system is updated with latest firmware version.
 - Ensuring new features and enhancements are delivered to the product.
 - Allows for remote troubleshooting.
 - Ability to pair headsets to ensure the right crew members are hearing the communication group.
 - Crew reminders, and alerts that they need to complete specific duties.

- Provide feedback on the status of system components, such as headsets, speakers, and batteries.
 - Use the touch interface to access features like Message Center to record and manage Greeters, Reminders, and Alerts.
 - Manage your system by configuring store hours and easily apply updates directly from the Base Station.
 - Remotely access the system to manage settings, apply snapshots, import messaging, etc., to increase consistency and efficiency across your estate.
- The **Lane Activity** section, displayed at the bottom of the home screen, shows the manager what communications are happening over the headset, such as visually displayed information about the current conditions in the Drive-Thru and store.
 - At a glance, the manager knows the crew members are currently talking to the guests at the speaker in Lanes 1 and 2.
 - The tiles on the left side of the screen give the manager notifications on the condition of the system's components.



For more information about the installation of the NEXO Base Station, please refer to the **NEXO | HDX™ Crew Communication Platform User Guide, Installation Guide, or Quick Reference Installation Guide** via the link below:

<https://www.hme.com/qsr/support/drive-thru-user-manuals/>

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

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HME Training Portal

Find instructional videos, supporting documents, and other guides.

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