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

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

Base Station

To begin registration:

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

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

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

Headset & Belt-Pac   *All-in-One (AIO) Headset*

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

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

Complete registration on base station:

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

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

• On base station, press any triangular button to illuminate home screen
• Press *Menu* button on lower left of screen
• On MAIN MENU screen, press *Register headsets* button
• On HEADSET REGISTRATION screen, press *Clear inactive* button
• Turn on all headsets you do not want to inactivate
• Press *Clear inactive* button
• Press *Back* button below base station screen to return to HEADSET REGISTRATION screen
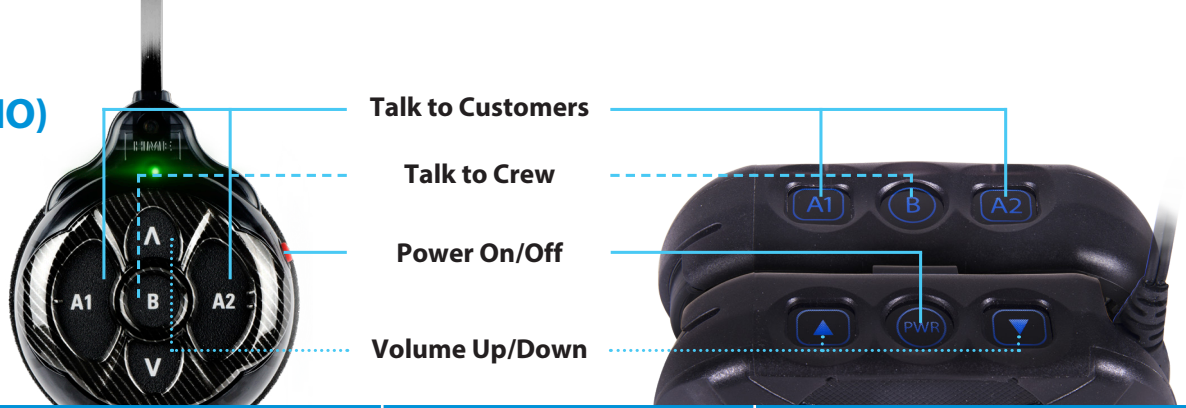
For help, call 800.848.4468 (options 1-2-3) or email support@hme.com

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

Talk to Customers
Talk to Crew
Power On/Off
Volume Up/Down

Mode	One-Touch Hands-Free	Push-to-Talk	Auto Hands-Free
	In this mode, press and release A1 or A2 button to talk to customer.	In this mode, press and hold A1 or A2 button to talk to customer.	In this mode, talk to customer without pressing buttons. Only one headset at a time is allowed to be in this mode. *Contact HME to enable this mode.*
Mode Setup	With power off: • Press ▲ + B + Power • Release buttons	With power off: • Press ▼ + B + Power • Release buttons	With power off: • Press ▲ + A1 or A2 + Power (A1 for Lane 1; A2 for Lane 2) • Release buttons

Single Lane & Tandem Operation	• Customer arrives
	• Alert tone in headset
	• Touch-Release A1 or A2
	• Speak/Listen to customer
	• Touch-Release A1 or A2
	• Communication ends
	
	In tandem operations, Order Taker 1 uses the A1 button for customers at order point 1 and Order Taker 2 uses A2 button for customers at order point 2
		• Customer arrives
		• Alert tone in headset
		• Press & hold A1 or A2
		• Speak to customer
		• Release to listen
			• Customer arrives
			• Alert tone in headset
			• Speak/Listen to customer
			    Toggle mute/unmute by pressing A1/A2.
			• Communication ends
			    System auto-unmutes when next customer arrives if still muted.
			
			In tandem operations, only Order Taker 1 can operate in Auto Hands-Free mode

Dual Lane Operation	• Customer arrives
	• Alert tone in headset
	• 1 beep = Lane 1
	• 2 beeps = Lane 2
	• Touch-Release A1 for Lane 1
	• Touch-Release A2 for Lane 2
	• Touch-Release opposite button to change lanes
	• Speak/Listen to customer
	• Touch-Release A1 or A2
	• Communication ends
		• Customer arrives
		• Alert tone in headset
		• 1 beep = Lane 1
		• 2 beeps = Lane 2
		• Press & hold A1 for Lane 1
		• Press & hold A2 for Lane 2
		• Speak to customer
		• Release A1 or A2 to listen
			• Customer arrives
			• Alert tone in headset
			• 1 beep = Lane 1
			• 2 beeps = Lane 2
			• Speak/Listen to customer
			    Toggle mute/unmute by pressing A1 or A2.
			• Communication ends
			    System auto-unmutes when next customer arrives if still muted.

Crew Talk	With power off: • Press B + A2 + Power • Release buttons • Touch-Release B to speak/listen to crew • Touch-Release B again • Communication ends	With power off: • Press B + A2 + Power • Release buttons • Press & hold B to speak to crew • Release to listen	

Change Battery

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

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

Check Headset or Belt-Pac Status

With power off:
• Press A2 + ▼ + Power
• Release buttons
• Voice prompt in headset will announce current operating mode

Change Voice Prompt Language (Spanish & French)

With power off:
• Press A1 + ▼ + Power
• Listen for voice prompt in headset
• Repeat steps to cycle through all languages

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

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