

Pairing Your NEXEO | HDX™ All-in-One Headset

The NEXEO | HDX Platform changes the way you interact with your crew, the headset, and your customers. More than just a headset, the NEXEO | HDX Platform enables group conversation, provides an interactive Base Station display, and delivers the latest generation of HDX audio.

How to Pair Your All-in-One Headset with the NEXEO Base Station

1. Ensure you have a fully charged battery in your headset before starting the pairing process.
2. Turn on your headset by pressing the **blue button**.



3. Locate the Pairing Area on your All-in-One headset between the volume up and down buttons in the center of the touch panel.
4. The Pairing Ring on your Base Station is located in the bottom right corner.

Note: When idle, the sensor ring illuminates with a solid blue ring.



- Bring the headset Pairing Area to the Pairing Ring.
- The solid blue ring turns into a swirling green ring, indicating that pairing is in process.



- Pairing is completed and successful when the swirling green ring turns solid green.



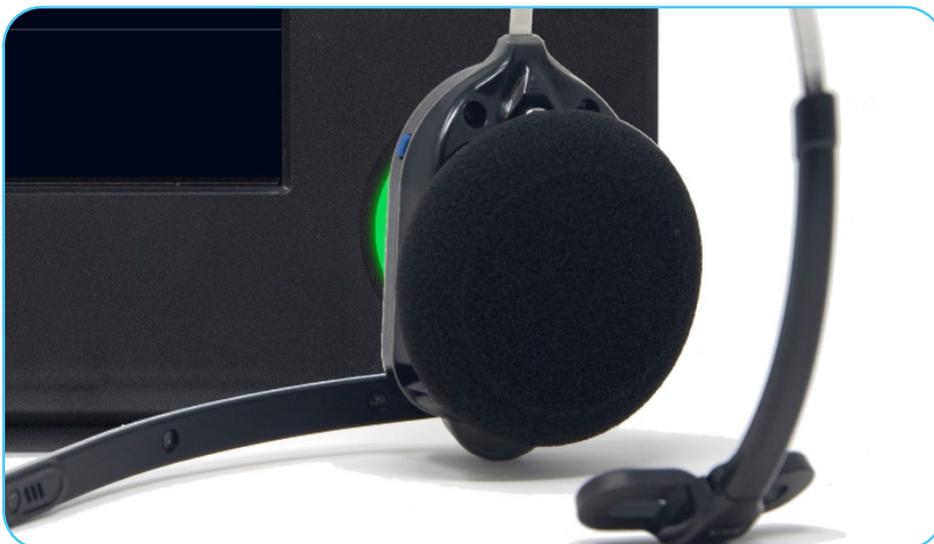
- Once the headset is paired, ensure you hold the headset by the outer edge to avoid unintentionally tapping the interface.



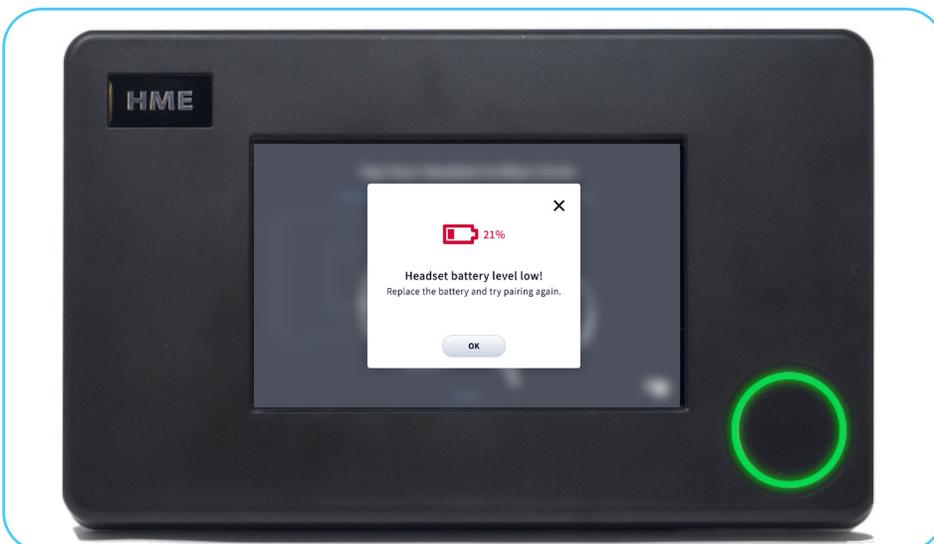
9. If pairing fails, the ring will turn red.



10. Try again by holding the headset Pairing Area steadily, centered, and flush against the Pairing Ring.
Note: Headset movement and distance may cause pairing errors.



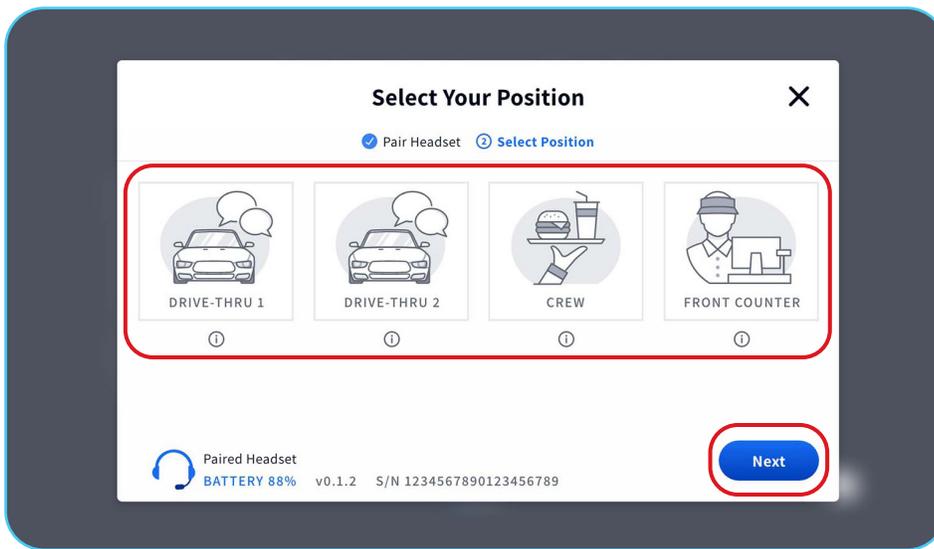
11. The Base Station will alert you if the battery is running low.



Selecting Your Position

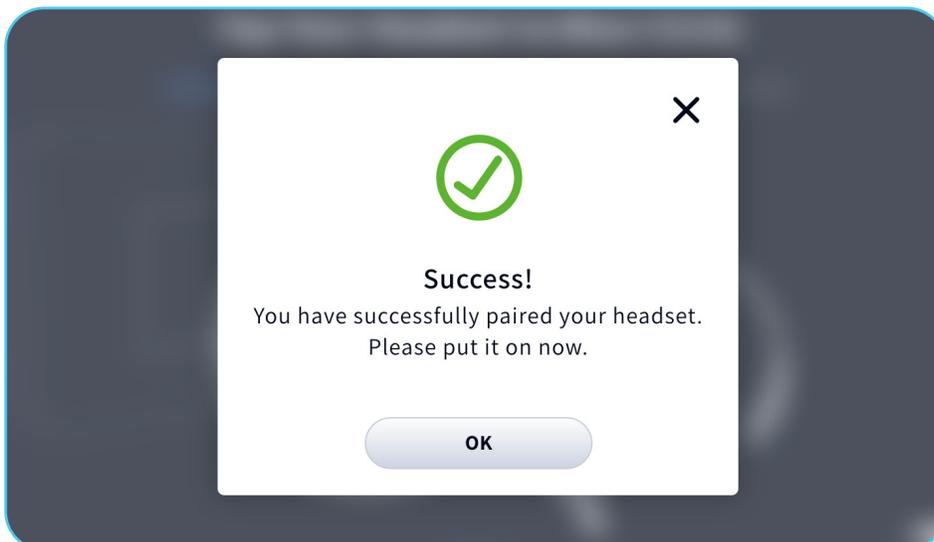
1. Once your headset is paired, the **Select Your Position** screen displays.
2. Select the position your manager has assigned to you.
 1. **DRIVE-THRU 1** allows your to hear Drive-Thru communication for Lane 1.
 2. **DRIVE-THRU 2** allows your to hear Drive-Thru communication for Lane 2.
 3. **CREW** allows communication with everyone in the Crew Group and team members in the Drive-Thru Group.

Note: Crew positions will **NOT** hear drive-thru orders. If your duties, such as kitchen or beverage station require you to hear the customer in the drive-thru, you must select a Drive-Thru communications group.
 4. **FRONT COUNTER** only communicates with and hears reminders and alerts for the Front Counter Group.
3. Tap the **Next** button.



4. The Success Pairing confirmation will display.

Note: If you select the Crew and Front Counter positions, the Success confirmation will immediately display, and your headset will be ready to use.

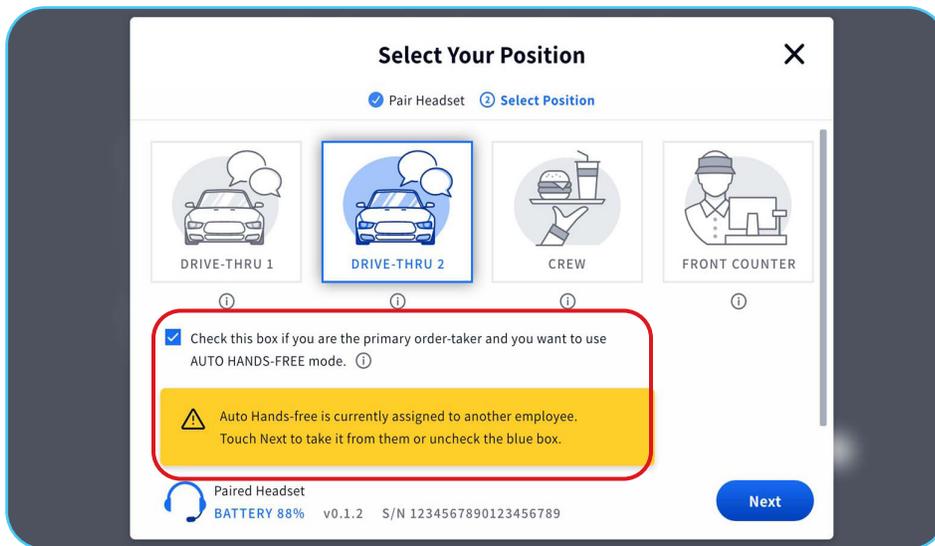


Auto Hands-Free Mode

When selecting the **Drive Thru 1** or **Drive Thru 2** position, your store may offer **Auto Hands-Free** mode. Auto Hands-Free mode allows the order-taker freedom from pressing the lane button when a car arrives at the menu.

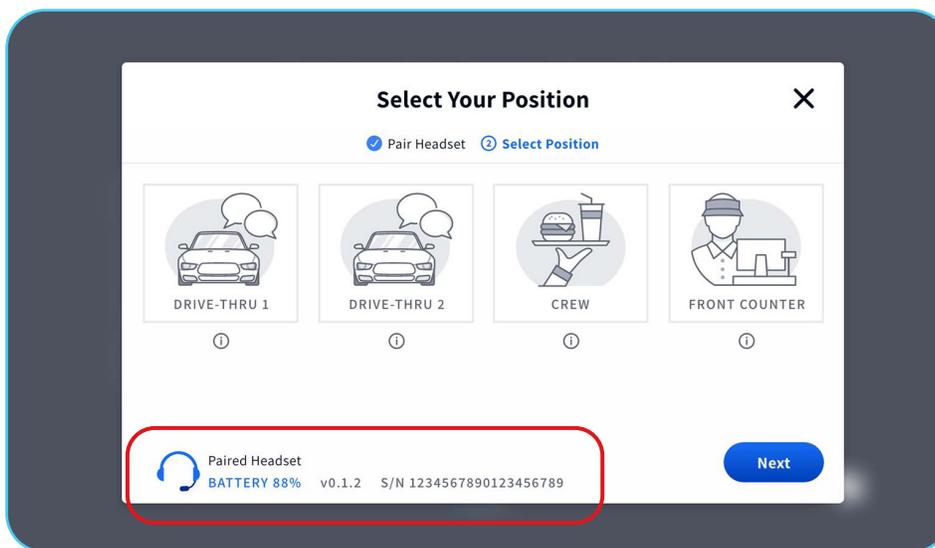
1. Tap the **checkbox** to enable **AUTO HANDS-FREE** mode.
2. When a car arrives at the menu, the headset automatically activates the lane button (1 and 2 on the headset interface).
3. Once the customer completes their order and drives away from the Menu, the headset automatically disconnects the lane button until the next car arrives.

Note: Only one headset per lane and a maximum of two headsets per store can operate in Auto Hands-Free mode, one headset for Lane 1 and another headset for Lane 2.

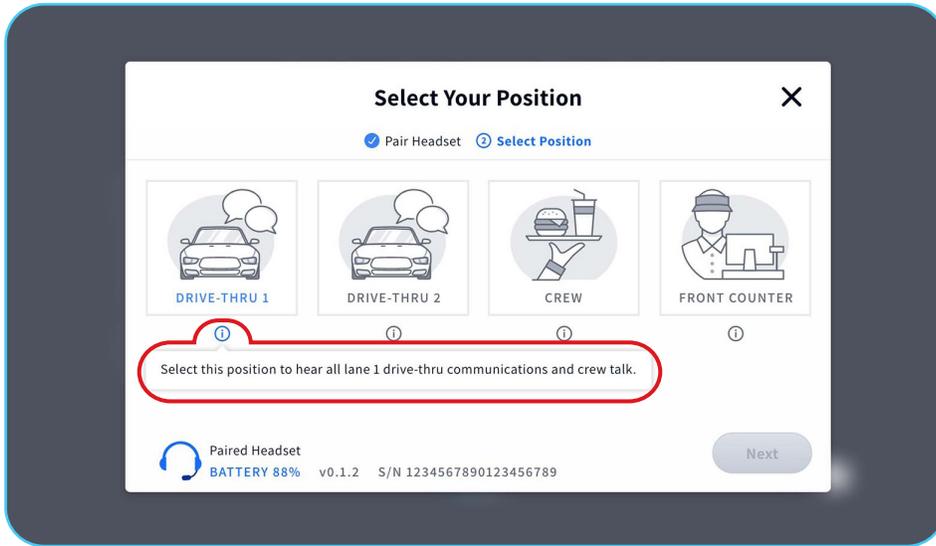


Additional Base Station Information

1. In the bottom left corner, the Paired Headset icon and the remaining battery percentage will display.
2. The **Version** of the headset and **Serial Number** will also display.



3. For more information about any option on the screen, tap the **Information** button ⓘ.



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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