

## Recording NEXEO | HDX™ Audio Messages Using HME CLOUD®

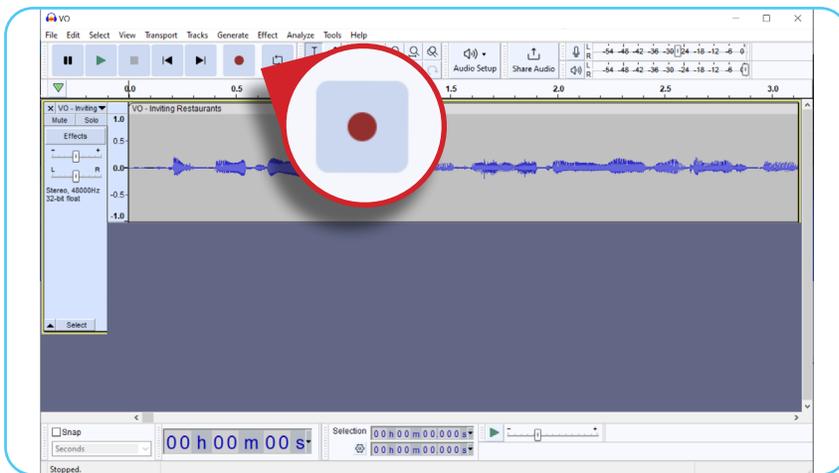
More than just a wireless system, the NEXEO Communications Platform enables group conversations, provides an interactive base station display, and delivers the latest generation of HDX audio. The Message Center is a key feature in the Base Station where you can create and schedule audio messages for your crew and customers. Messages may be recorded off site and uploaded to stores remotely.

### Recording your message

1. Open your recording app.

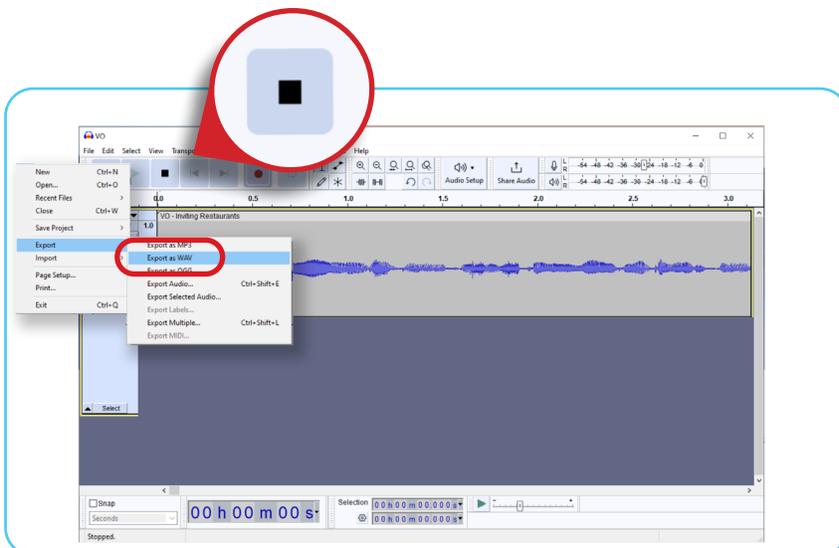
**Note:** There are several free apps to choose from. For Windows, Voice Recorder comes pre-installed. For Mac, you can use Quicktime. There are also free apps available online such as Audacity.

2. Press the Record button (red dot) and record your message.

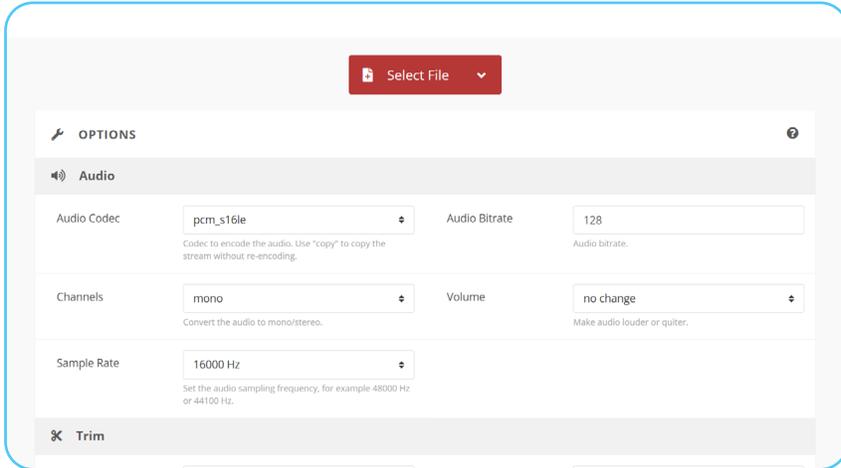


3. When finished press Stop, then save or convert the file to .WAV format.

**Note:** Files must be in a .WAV format and no longer than 15 seconds long. WAV settings for the file must be set to: 16 kHz, 16 bit, and single channel mono only.

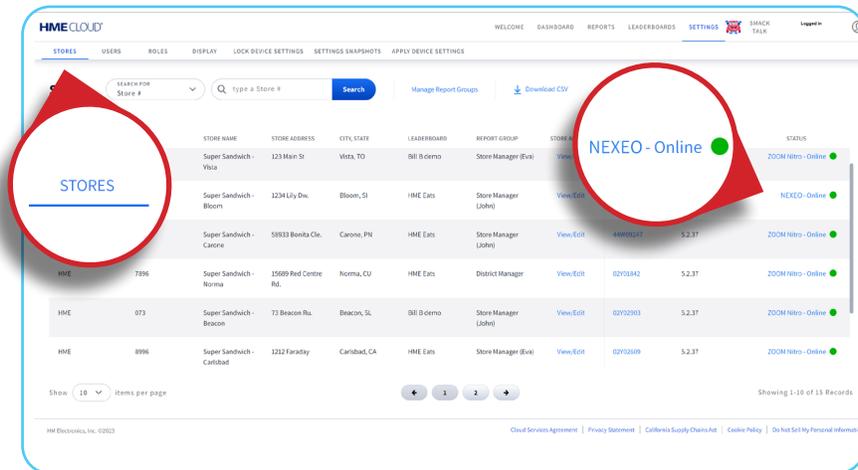


**Note:** When using Windows Voice Recorder or Quicktime on a Mac, you may not be able to output a .WAV file. If so, export the file in an available format and then use one of the many free .WAV converters easily found online like the one below.



## Uploading your audio message to NEXEO

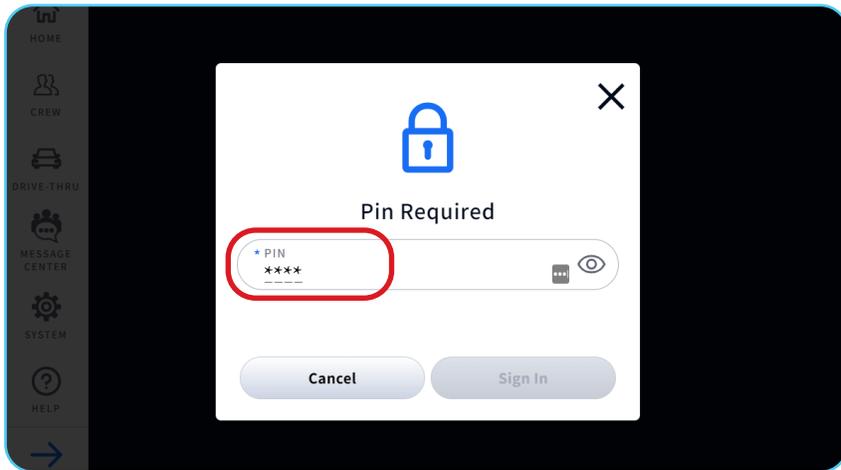
1. Log on to your HME CLOUD account.
2. Under the **STORES** tab click on the **NEXEO** remote link of the store where you wish to upload your new audio file.



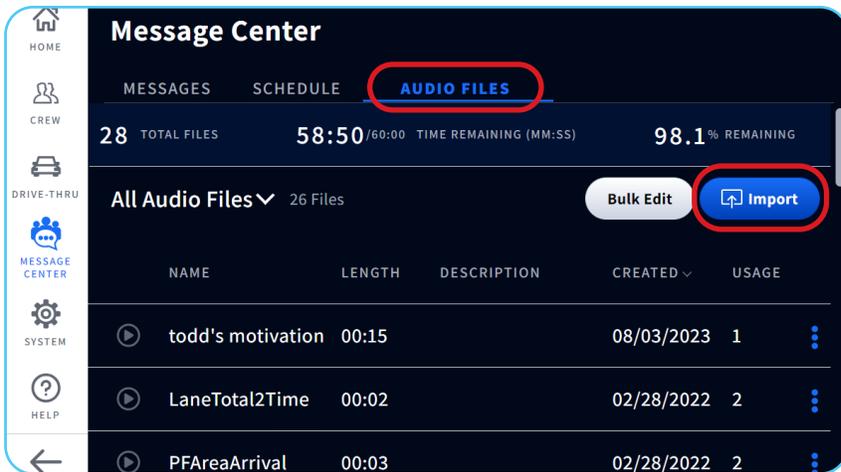
3. From the NEXEO home screen, select **MESSAGE CENTER**.



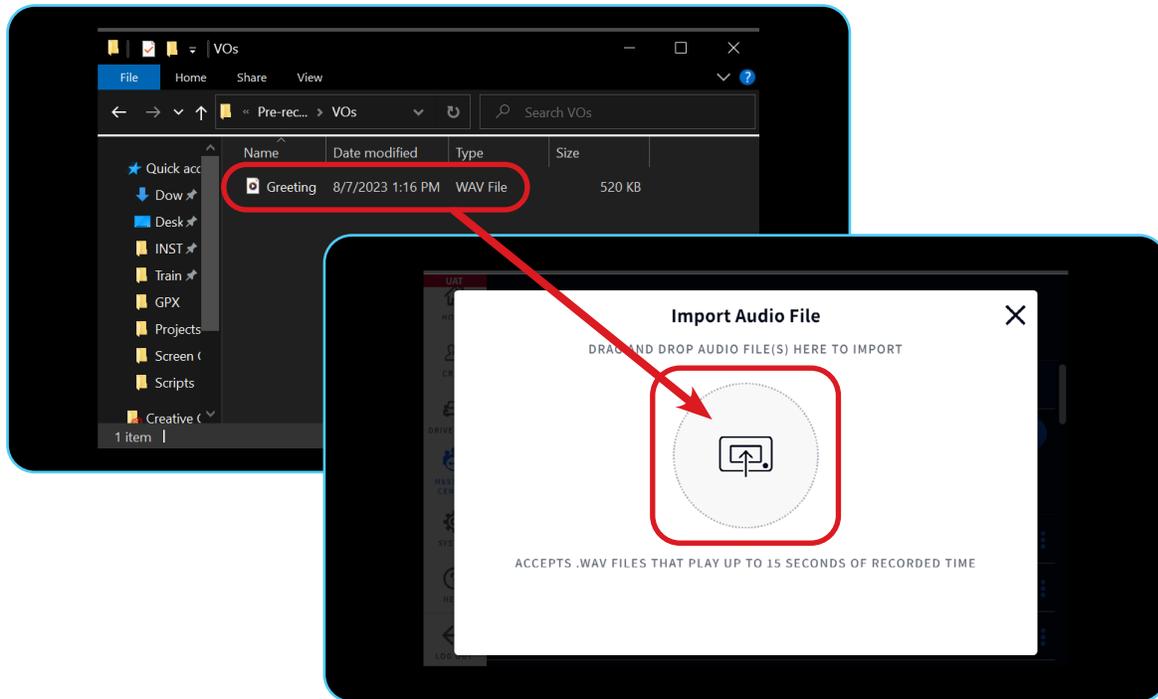
4. Enter your Manager **PIN** to sign in.



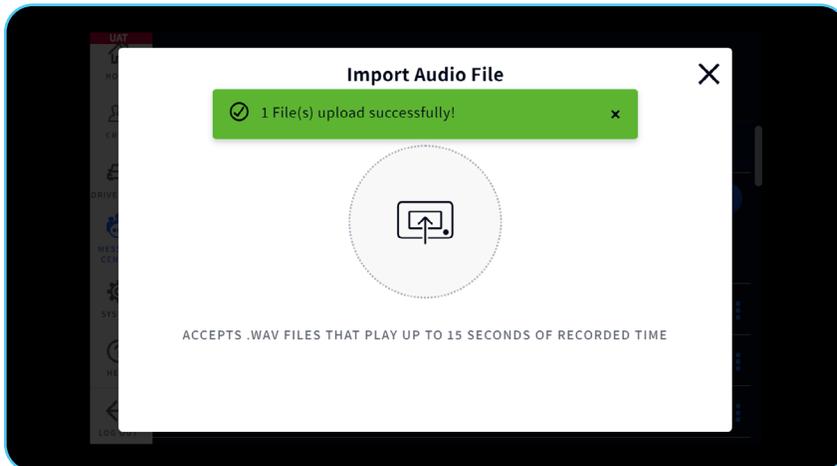
5. Select the **AUDIO FILES** tab and then click on **Import**.



6. Drag the audio file you wish to send to the store into the upload indicator circle on the base station screen.  
**Note:** Files must be drag-and-dropped to import them.



7. Once uploaded, you will see the green success notification validating the transfer was successful.



8. Your new audio file is ready to go! You can now move on to creating and scheduling messages in the NEXEO | HDX Base Station. For detailed instructions, please visit the HME Training Portal: [Creating New Messages & Schedules in the NEXEO HDX Base Station](#)

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

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**HME Training Portal**

Find instructional videos, supporting documents, and other guides.

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