

NEXEO | HDX

Installer Training

INTRODUCING NEXEO | HDX

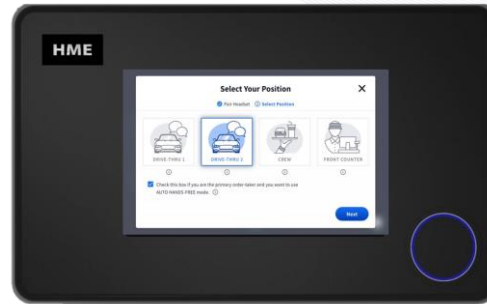


NEXEO ADVANTAGES OVER EOS



All-In-One

- ✓ More comfortable/better weight distribution
- ✓ System supports up to 100 headsets
- ✓ Hands free voice communication – coming soon
- ✓ One tap headset registration – easy UI



Base Station

- ✓ Installation at crew level for easy user interaction
- ✓ 7" Color LCD touch screen UI
- ✓ CLOUD connected to update remotely
- ✓ 5GHz Radio
- ✓ 10 concurrent talkers

Installation/Coverage

- ✓ Dedicated remote transceiver placement allows optimal location for coverage
- ✓ Expand up to four transceivers – Nexeo antennas have radio built in to reduce latency and increase performance vs extenders
- ✓ Multiple speaker/mic options to optimize installation
- ✓ Backward compatible digital installation



Sound

- ✓ Supports HDX digital audio built on HME patented HD Audio

NEXEO SYSTEM DETAILS - COMPONENTS

The system contents in the box will vary depending on the customer's order. Quantities of certain components such as headsets and batteries will also vary. However, the components listed here consist of the basic components that might be included with a complete system.

1 - BS7000

- Nexeo Base Station

2 - HS7000

- Nexeo AIO Headset

3 - RT7000

- Nexeo Remote Transceiver

4 - AC70

- Nexeo Smart Battery Charger
- BAT70 – Nexeo Battery

5 - IB7000

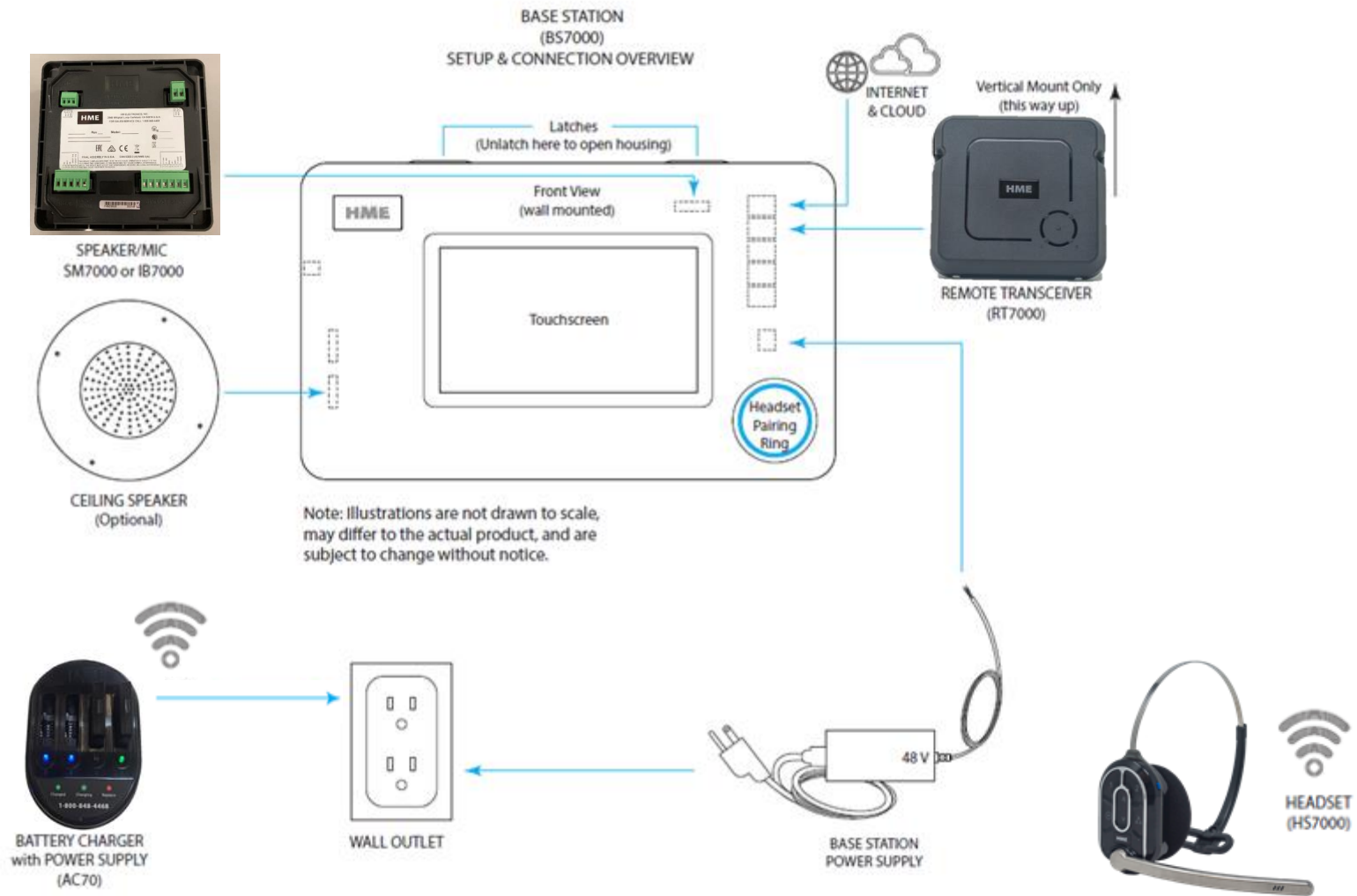
- Nexeo Speaker Post Interface Box
- Compatible with SP10/SS7000 + DM5

6 - SS7000

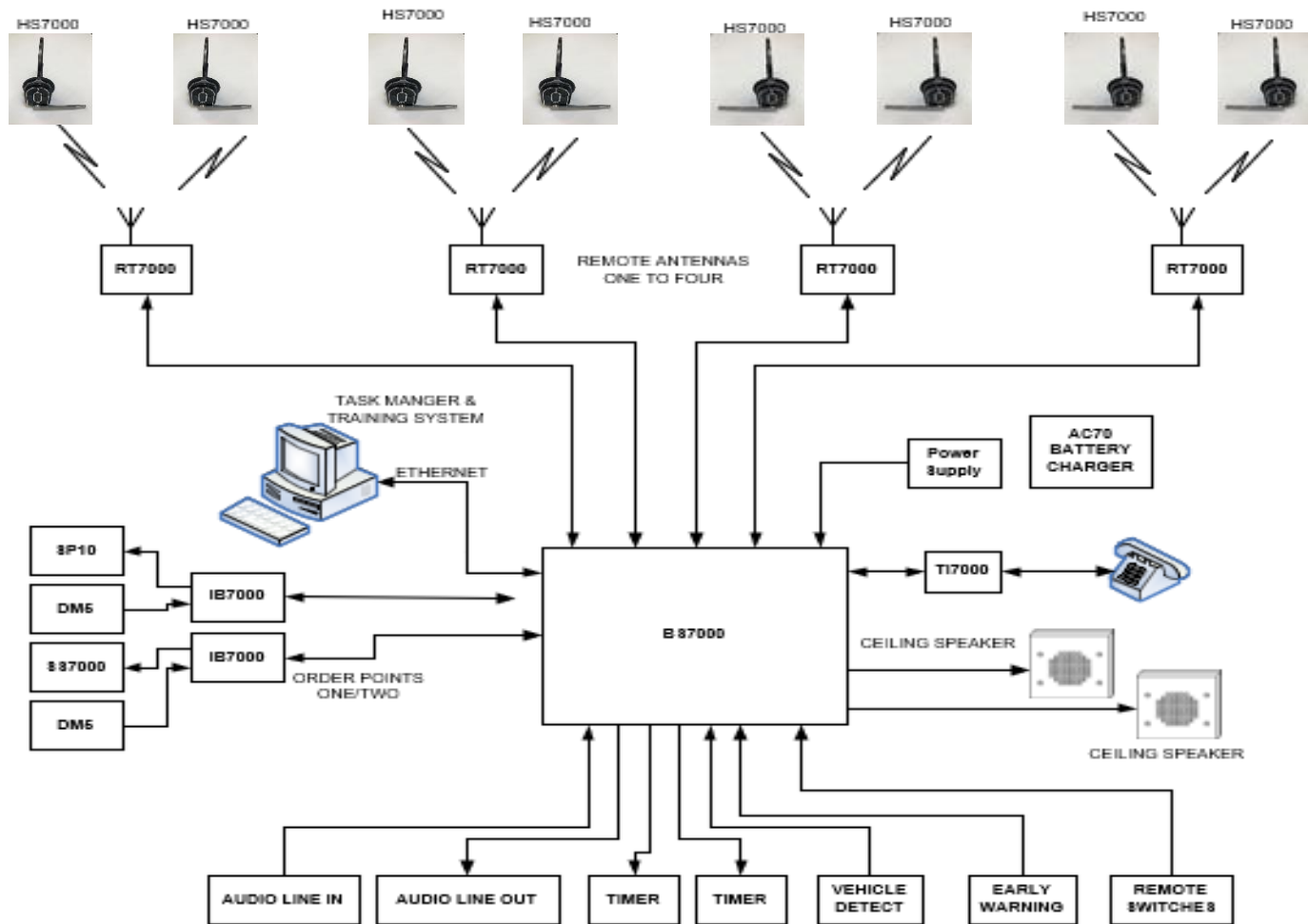
- Nexeo Smart Speaker



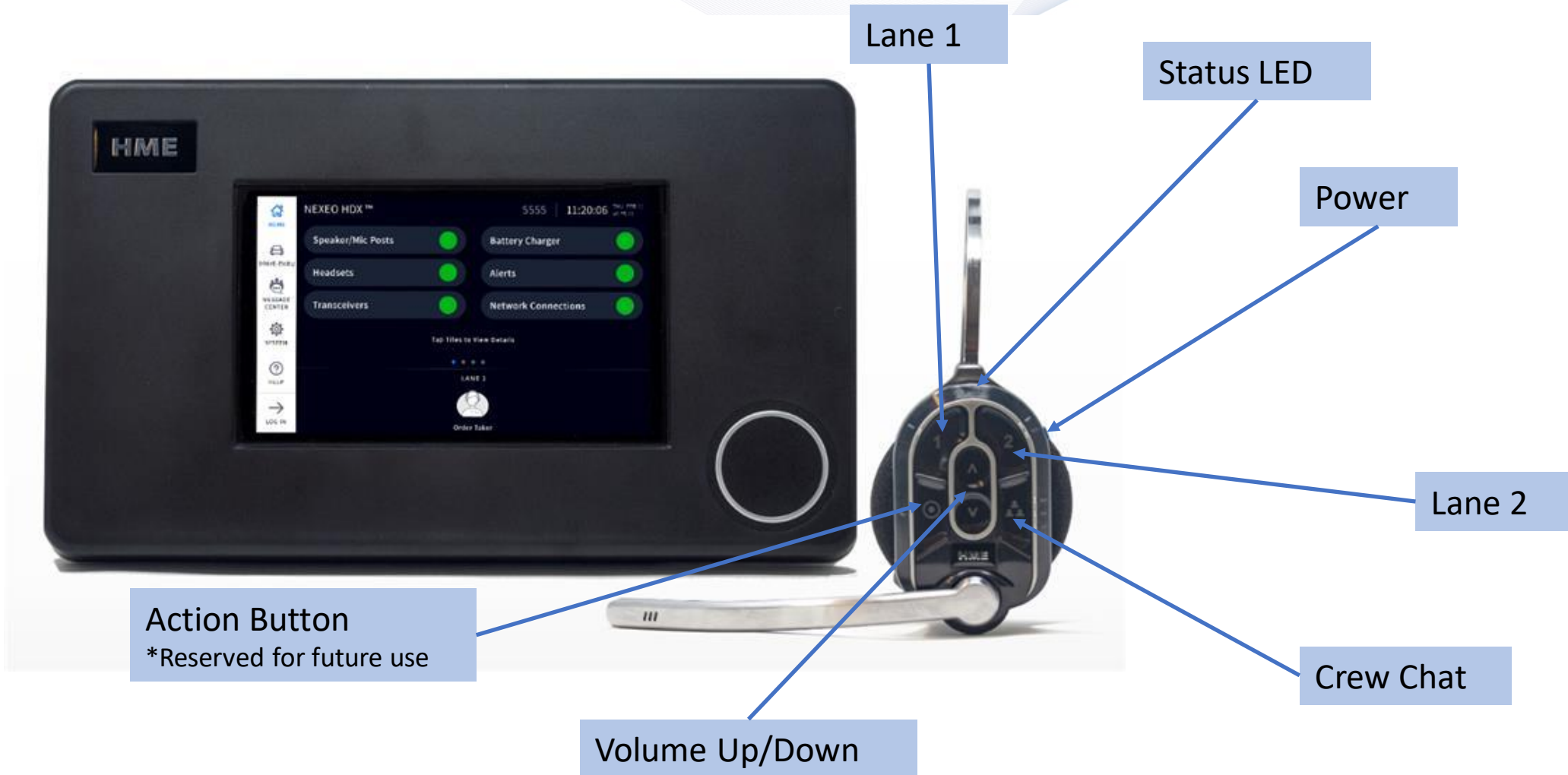
NEXEO SYSTEM DETAILS - LAYOUT



NEXEO SYSTEM OVERVIEW



ALL-IN-ONE HEADSET DETAILS



PRIMARY COMPONENT DETAILS

IB7000



- ✓ Mounted in speaker post vertically
- ✓ Converts audio signal from Analog to Digital
- ✓ Has 3M VHB tape attached on back

RT7000



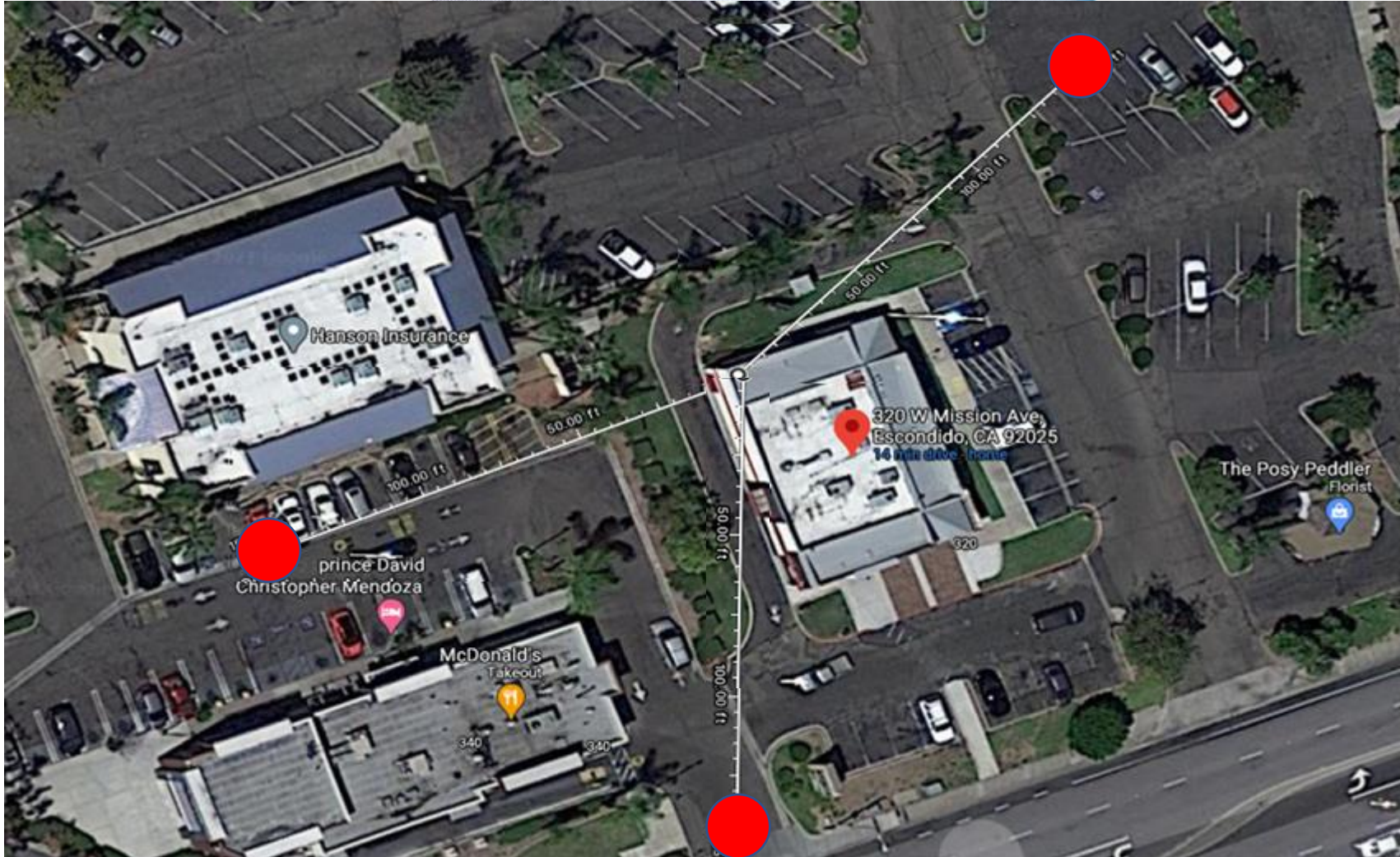
- ✓ If one RT – mount in center of store
- ✓ If two or more RTs – position one to cover center of store and additional RTs to cover secondary areas with overlap
- ✓ Omnidirectional Antenna Signal
- ✓ LOS best case 150ft (field tested)

AC7000



- ✓ Connects to base station via BLE
- ✓ Ideally placed within 10ft (3m) of base
- ✓ LOS best case is 12-15ft (

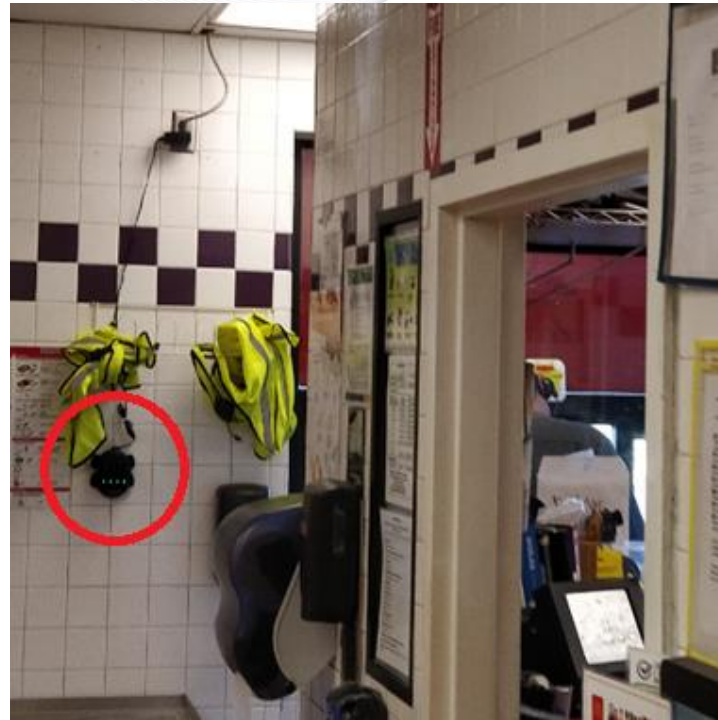
ANTENNA COVERAGE



INSTALLATION PROCESS

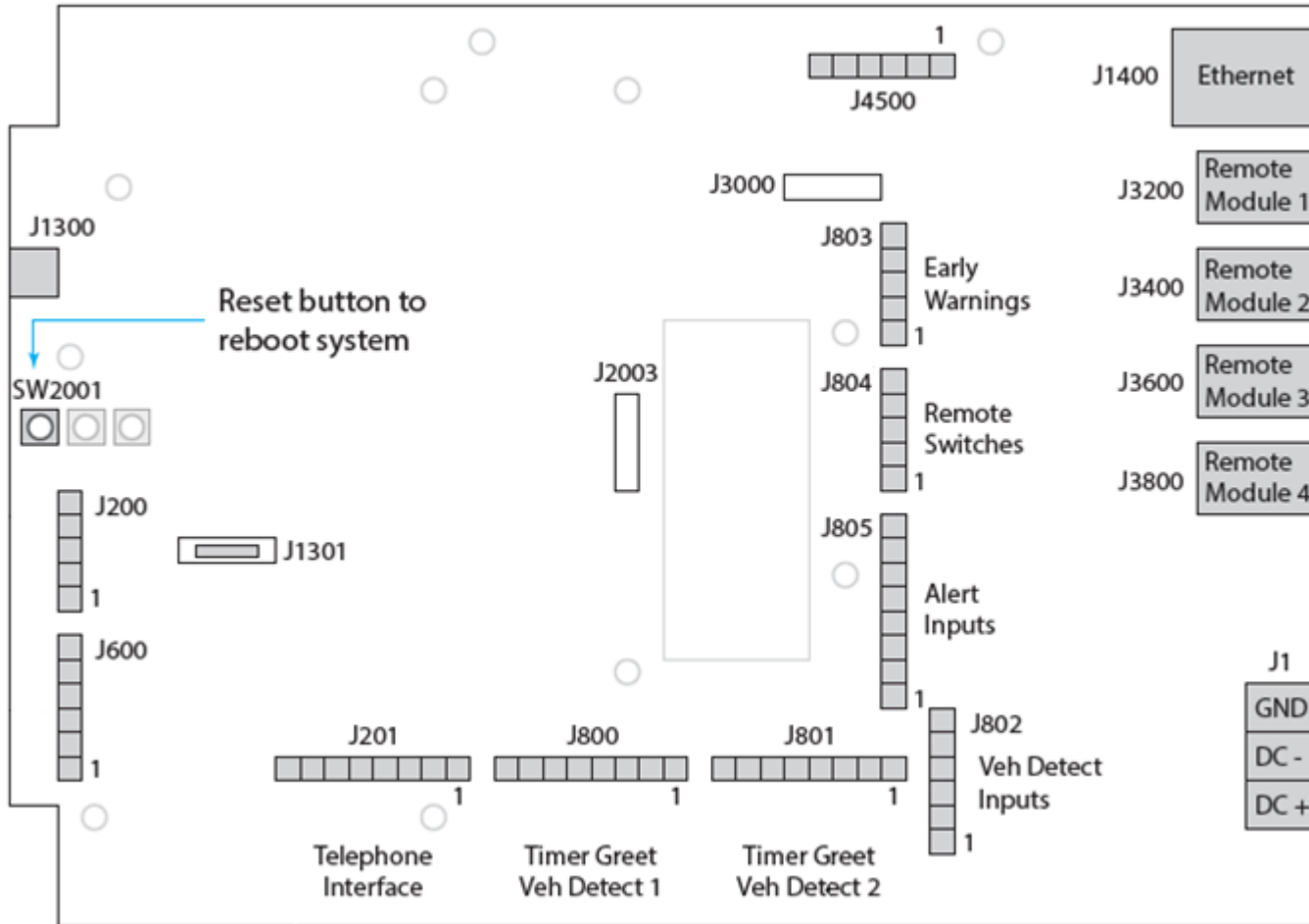
Installation Considerations - Location, Location, Location

- Nexeo Base Station should be accessible to staff
 - No Longer high up and “out of reach”
- Can use same wiring as existing system (from speaker post and to timer) as long as it is in decent condition
- Still needs a power outlet nearby (48v PSU)
- Proximity to AC70 Charger for smart capabilities
- Avoid areas where system can be hit or damaged by moving equipment



INSTALLATION PROCESS

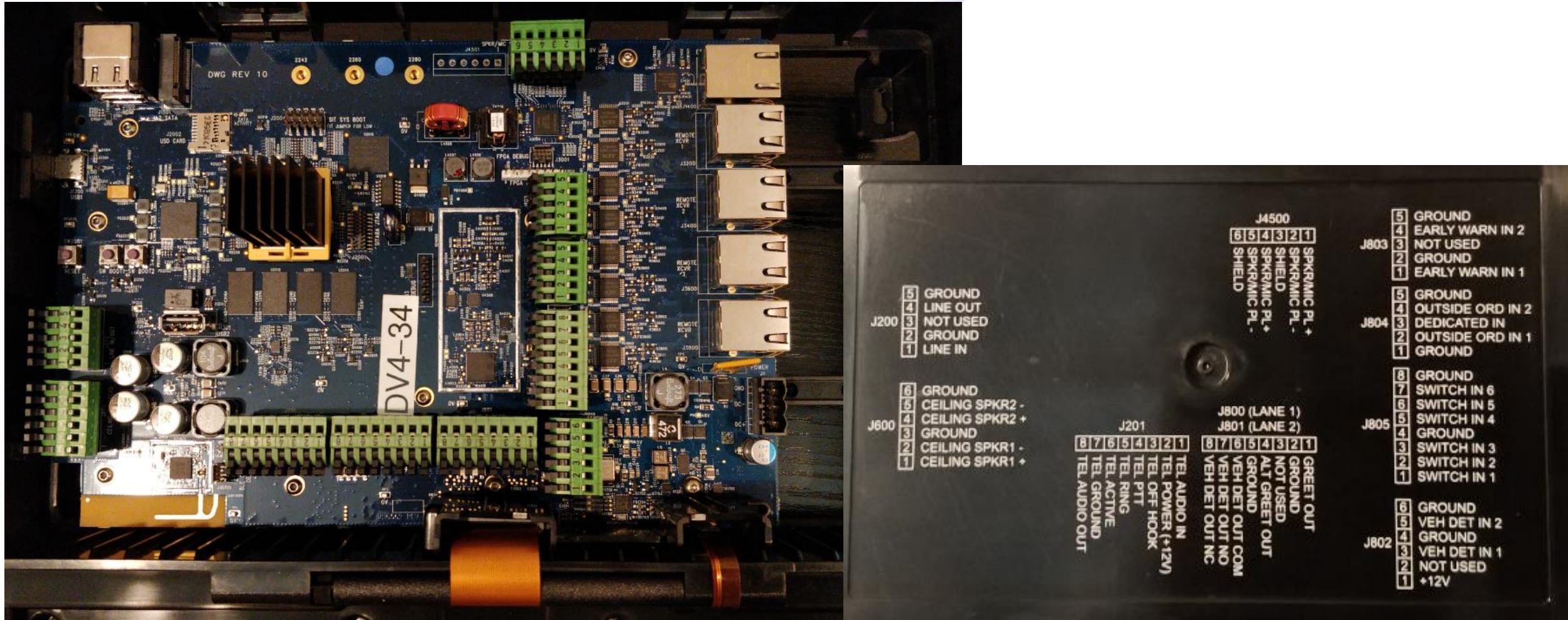
Connections and Wiring – Base



- J4500 – PLC to IB7000(s)
- J800 & J801 – Detection out to Timer with Alt and Reg Greet
 - Individual connector for each lane
- J1400 – Customer Network
- J3200 to J3800 – RT7000s (up to 4)
- Support for TI7000, Remote Switches, Door Sensors, Ceiling Speaker, Early Warning, Speed Team, Line In/Out, and External Vehicle Detection
- J1 – Power (protected, not polar)

INSTALLATION PROCESS

Connections and Wiring – Base



- J200**
- 5 GROUND
 - 4 LINE OUT
 - 3 NOT USED
 - 2 GROUND
 - 1 LINE IN
- J600**
- 6 GROUND
 - 5 CEILING SPKR2 -
 - 4 CEILING SPKR2 +
 - 3 GROUND
 - 2 CEILING SPKR1 -
 - 1 CEILING SPKR1 +

- J201**
- 8 TEL AUDIO IN
 - 7 TEL POWER (+12V)
 - 6 TEL OFF HOOK
 - 5 TEL PTT
 - 4 TEL RING
 - 3 TEL ACTIVE
 - 2 TEL GROUND
 - 1 TEL AUDIO OUT

- J800 (LANE 1)**
- 8 GREET OUT
 - 7 GROUND
 - 6 NOT USED
 - 5 ALT GREET OUT
 - 4 GROUND
 - 3 VEH DET OUT COM
 - 2 VEH DET OUT NO
 - 1 VEH DET OUT NC

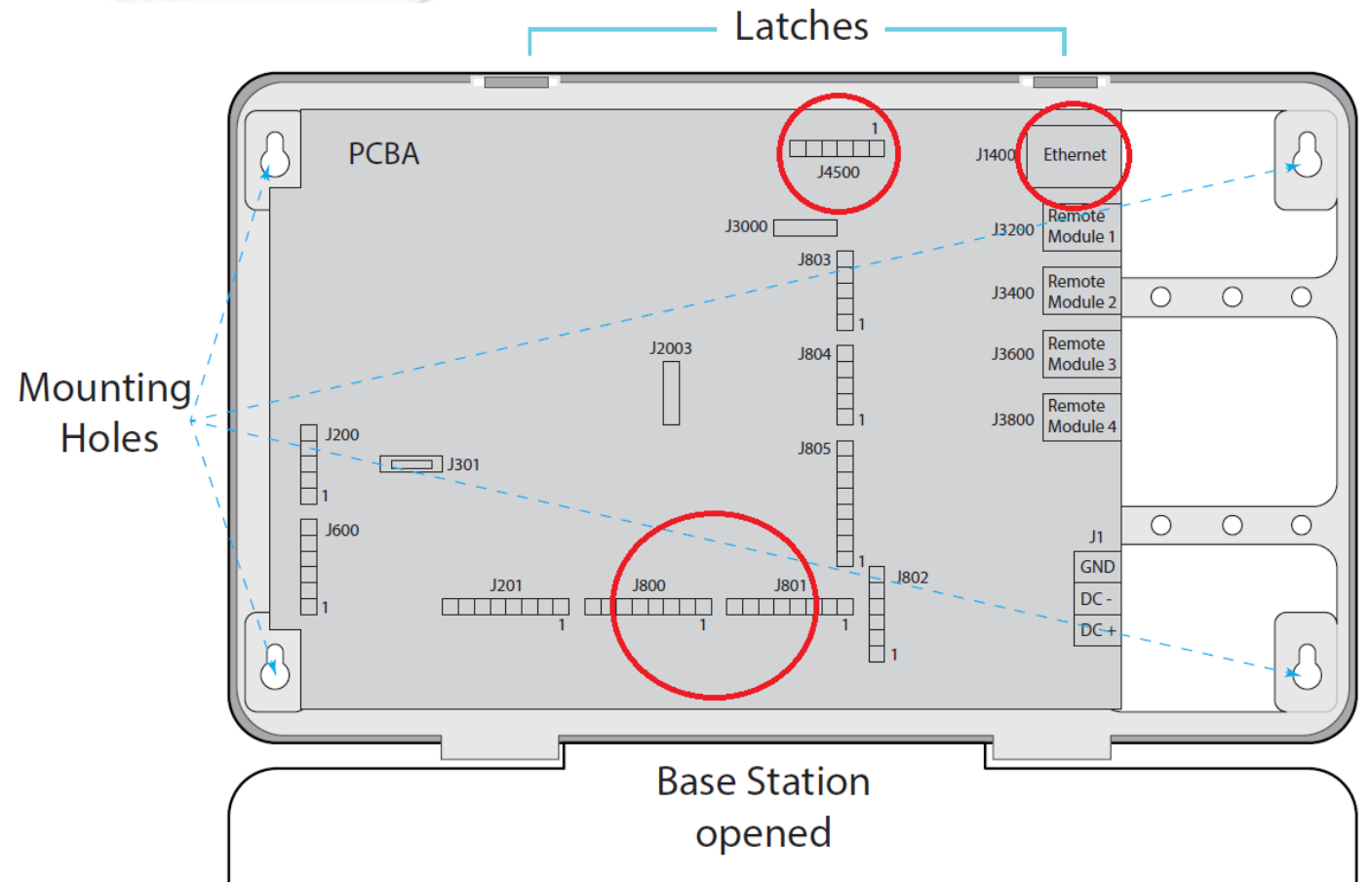
- J4500**
- 6 SPKR/MIC PL +
 - 5 SHIELD
 - 4 SPKR/MIC PL -
 - 3 SHIELD
 - 2 SPKR/MIC PL +
 - 1 SHIELD

- J803**
- 5 GROUND
 - 4 EARLY WARN IN 2
 - 3 NOT USED
 - 2 GROUND
 - 1 EARLY WARN IN 1
- J804**
- 5 GROUND
 - 4 OUTSIDE ORD IN 2
 - 3 DEDICATED IN
 - 2 OUTSIDE ORD IN 1
 - 1 GROUND
- J805**
- 8 GROUND
 - 7 SWITCH IN 6
 - 6 SWITCH IN 5
 - 5 SWITCH IN 4
 - 4 GROUND
 - 3 SWITCH IN 3
 - 2 SWITCH IN 2
 - 1 SWITCH IN 1
- J802**
- 6 GROUND
 - 5 VEH DET IN 2
 - 4 GROUND
 - 3 VEH DET IN 1
 - 2 NOT USED
 - 1 +12V

INSTALLATION PROCESS

Installation Process – Nexeo Base Station

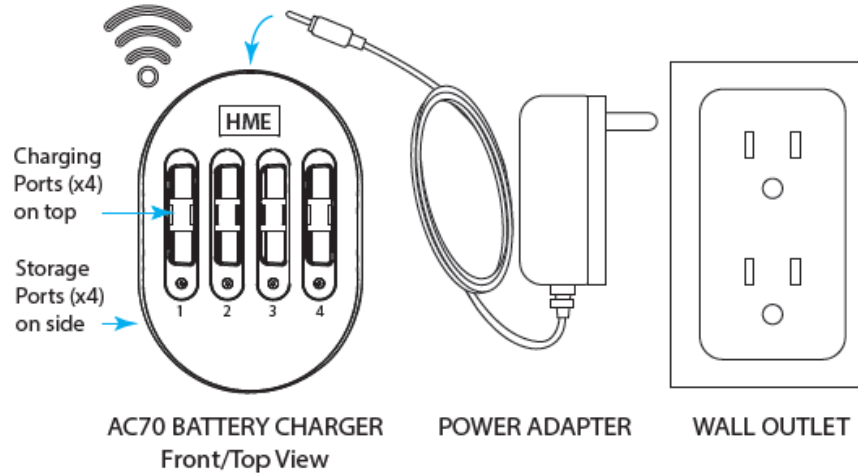
- Secure the base using all four of the provided Mounting Holes
- Run new cable if needed or connect cable from existing system if possible
 - Red, Black, Ground from Mic line for PLC to J4500
 - Interconnect to timer with shield to J800/J801
- Connect ethernet cable from customer network to J1400
- There should be no “service loop” left inside of the base or speaker post
 - All cables should be cut to avoid excess cable
 - Any extra slack from ethernet cables should be zip-tied and stowed in ceiling above base
- Use Wire Molding to cover cables if they can't be run through the wall



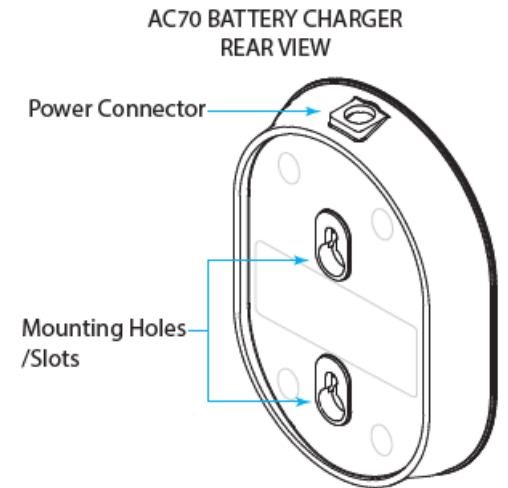
INSTALLATION PROCESS

Installation Process – AC70 Charger

- Charger can be set flat, or wall mounted
- Ensure charger is within 10ft (3m) in order to maintain BLE connection with base and utilize smart features
- BAT70 batteries are “keyed” and can only fit into the charger one way
 - Batteries will “click” when fully inserted and LED will activate
- 2hrs to charge from 0% to 100%
- 8 to 9 hours on single charge (reduces based on usage of headset)



Note: Only use the HME approved Power Adapter provided
Storage ports do not charge batteries.



Battery Charger LED Reference Table		
LED	Color	Status/Description
	Green	Flashing Green = Charging Solid Green = Fully charged
	Red	Flashing Red = Incompatible battery
	Red/Yellow	Flashing Red & Yellow (alternating) = Fault condition

INSTALLATION PROCESS

Installation Considerations – IB7000

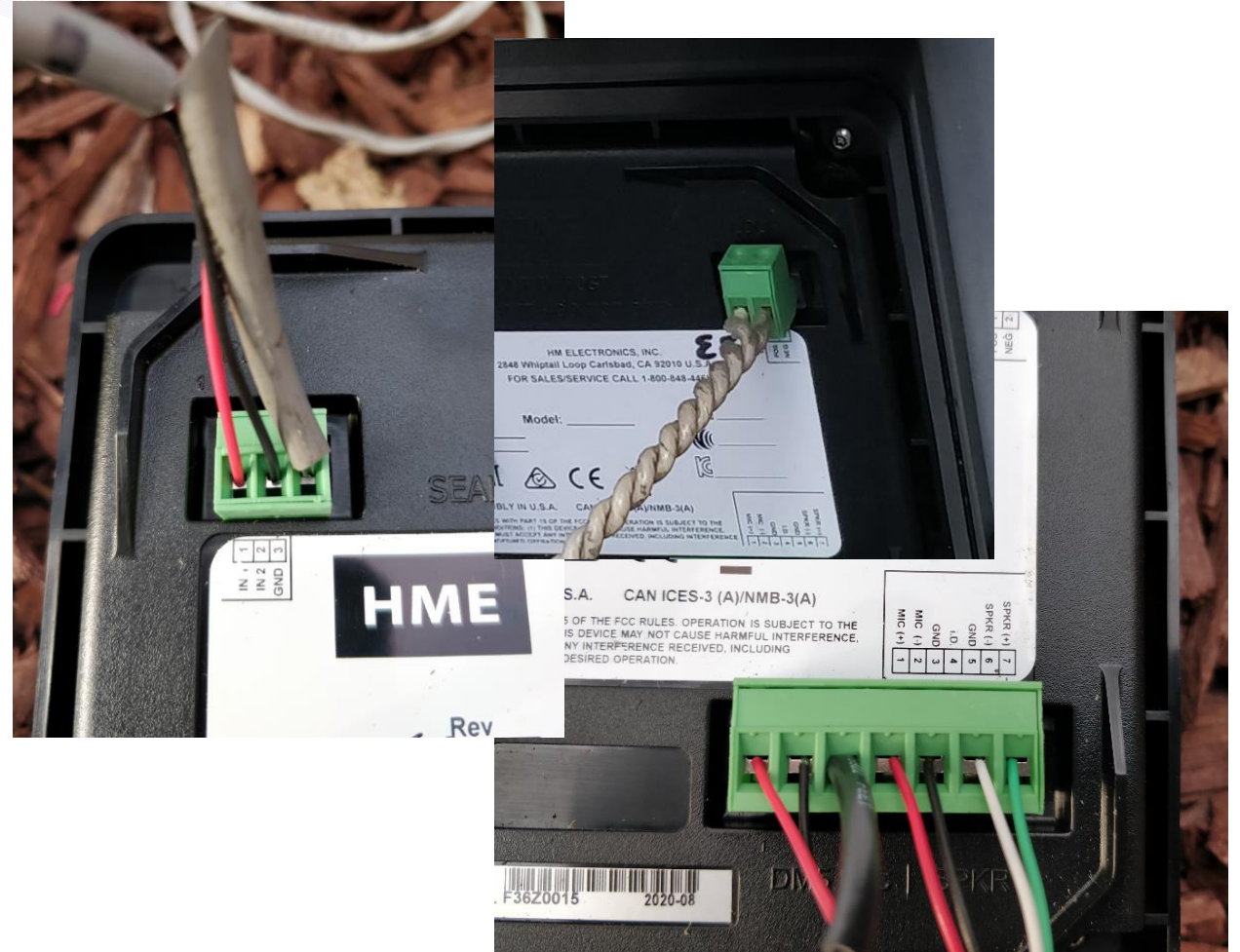
- IB7000 mounted inside speaker post/menu
- Vertical orientation to preserve IP rating
- Includes adhesive tape
- Detection is now inside of IB7000
 - Direct loop connection
- One cable into restaurant to base (PLC)
 - Use “mic” line and keep “speaker/loop” line as service backup
- Direct connections for Mic and Speaker
- Converts signal from analog to digital between IB and base station
 - Less potential for interference



INSTALLATION PROCESS

Connections and Wiring – IB7000

- Using similar color coding as EOS
 - Pinouts labeled on device for each connector
- PLC to Base (2 conductors + Ground) – Red, Black, Ground
- Loop – Direct, twisted connection
 - Can be extended if needed similar to “Lead-in” which would normally go into store to VDB for legacy systems
- DM5 Mic – Red, Black, Ground to Mic +/- and GND
 - Trim off unused Green and White wires
- SP10 Speaker – Green and White to SPKR +/-
 - Trim off unused Red, Black, and Ground wires
- SS7000 Smart Speaker – Red and Black for I.D. and GND with Green and White for Speaker +/-
 - Trim off unused Ground wire



INSTALLATION PROCESS

Connections and Wiring – SS7000



- Similar size to SP10
 - Rectangle vs. Square
 - Rubber grommets for seal
 - No more adhesive gasket
 - Pinouts included on device
 - Same as IB – Red/Back for I.D. and Ground with Green/White for SPKR +/-
 - N.C. – Not used
- *Pinout order may differ from photo – use pinouts on device for reference*
- I.D. and GND pins help base determine speaker type (SP10 v. SS7000) and adjust audio profile accordingly

INSTALLATION PROCESS

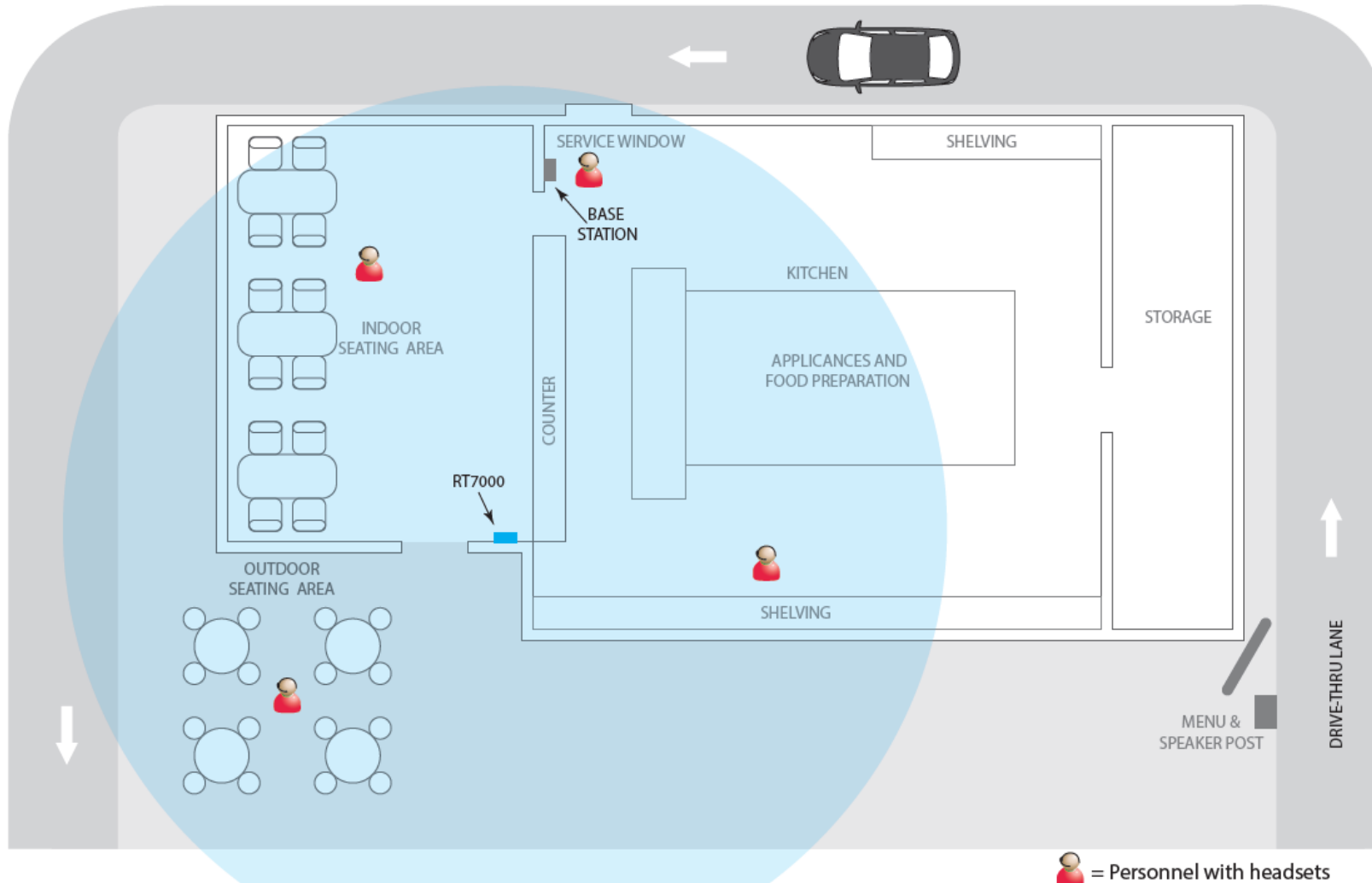
Installation Considerations – RT7000



- Mount higher up on ceiling (similar to old base location)
 - Not in the ceiling!
- RT now acts as the radio (receiver and transmitter) with omnidirectional signal
- Centered and pointed towards heaviest traffic area for headsets
- Consider external use of headsets (Wait area, mobile pickup, outside order taking)
- Must be mounted on a vertical surface – arrows up!
- Works better around metal due to 5GHz signal

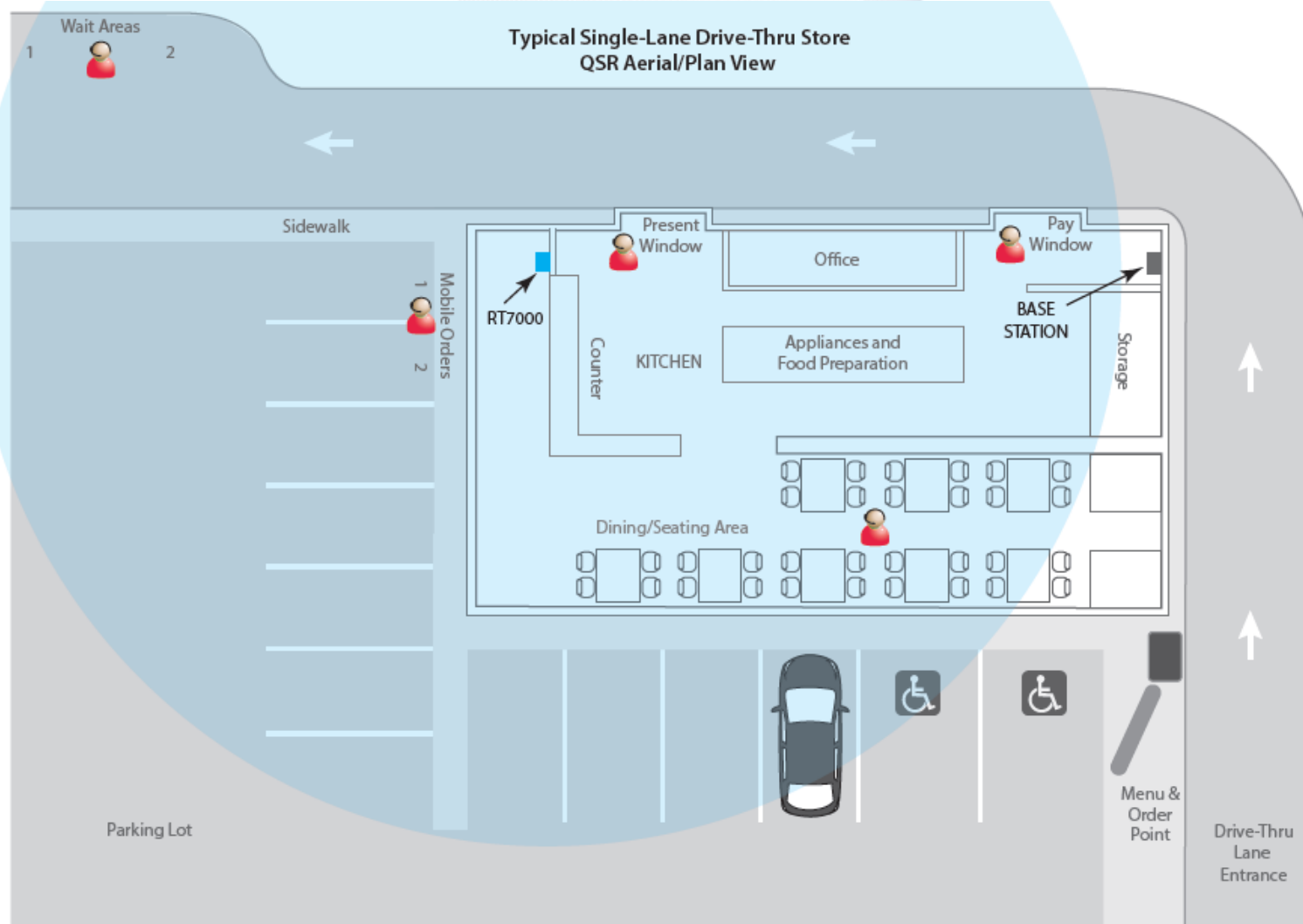
INSTALLATION PROCESS

Single RT7000 Placement – Inside Coverage Only



INSTALLATION PROCESS

Single RT7000 Placement – Includes External Area



INSTALLATION PROCESS

RT7000 LED Indicators



Remote Transceiver ports on Base Station PCBA			
Connector Label	Status/Description	To	LED #
J3200	Remote XCVR Module 1	First RT7000	1
J3400	Remote XCVR Module 2	Second RT7000	2
J3600	Remote XCVR Module 3	Third RT7000	3
J3800	Remote XCVR Module 4	Fourth RT7000	4

NOTE

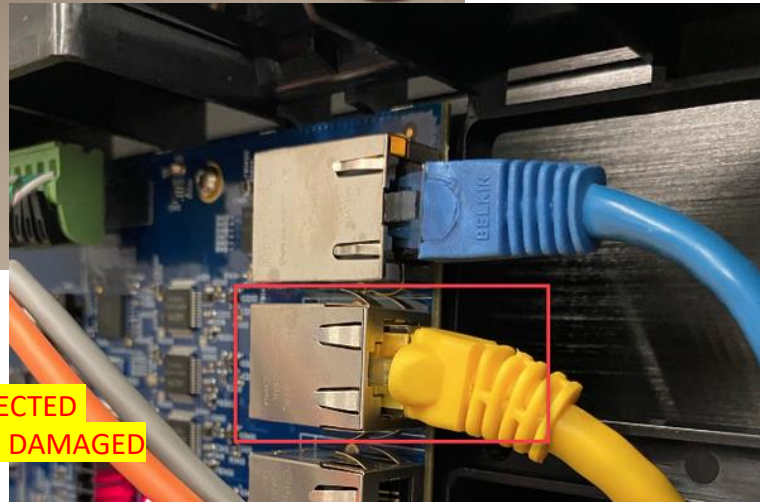
IF THE RT7000 IS DISCONNECTED AND RECONNECTED BEFORE 30 SECONDS, THAT PORT MAY BECOME DAMAGED

RT7000 LED Colors with Functional Description	
Color (LEDs 1-4)	Functional Description
Green (Solid)	Ready for use. RT7000 is broadcasting, and Headsets can connect.
Magenta (Blinking)	WiFi Scan.
Yellow (Blinking)	Radar Scan.
Yellow (Solid)	RT7000 is in Test Mode.
Blue (Blinking)	Main radio or Radar1 radio is updating.
Cyan (Blinking)	Radar2 radio is updating.
Red (Solid)	RT7000 has reset and is starting initialization.

- Connects to Base Station using Ethernet (CAT5 or CAT6) cable
 - Not to exceed 1000ft (304m)
- Outer LEDs indicate RT Number
 - 1 through 4 based on port chosen inside of base
- RTs can be plugged into any port and do not need to follow an order but for continuity, always begin with #1
- RT can take up to 5 minutes to complete WiFi and Radar scan depending on environmental traffic

INSTALLATION PROCESS

RT7000 Location



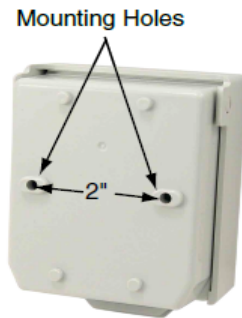
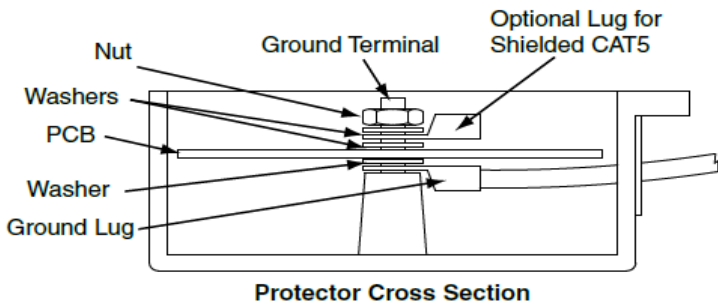
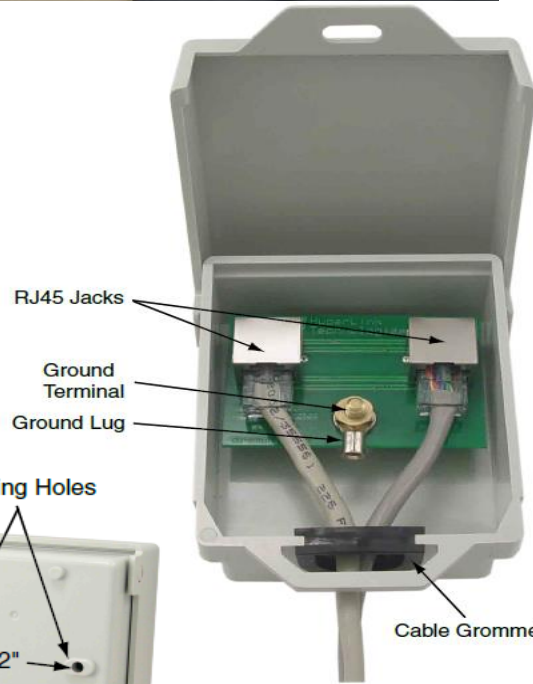
- Find a good starting location for the RT7000
 - If you have multiple RT7000s they can all be placed and connected at the same time
- Run the ethernet cable and connect it to the appropriate port inside of the base station
- Temporarily “mount” RT in place
 - Arrows should be up, and front should face area where headsets will be used

NOTE

IF THE RT7000 IS DISCONNECTED AND RECONNECTED BEFORE 30 SECONDS, THAT PORT MAY BECOME DAMAGED

INSTALLATION PROCESS

RT7000 Location

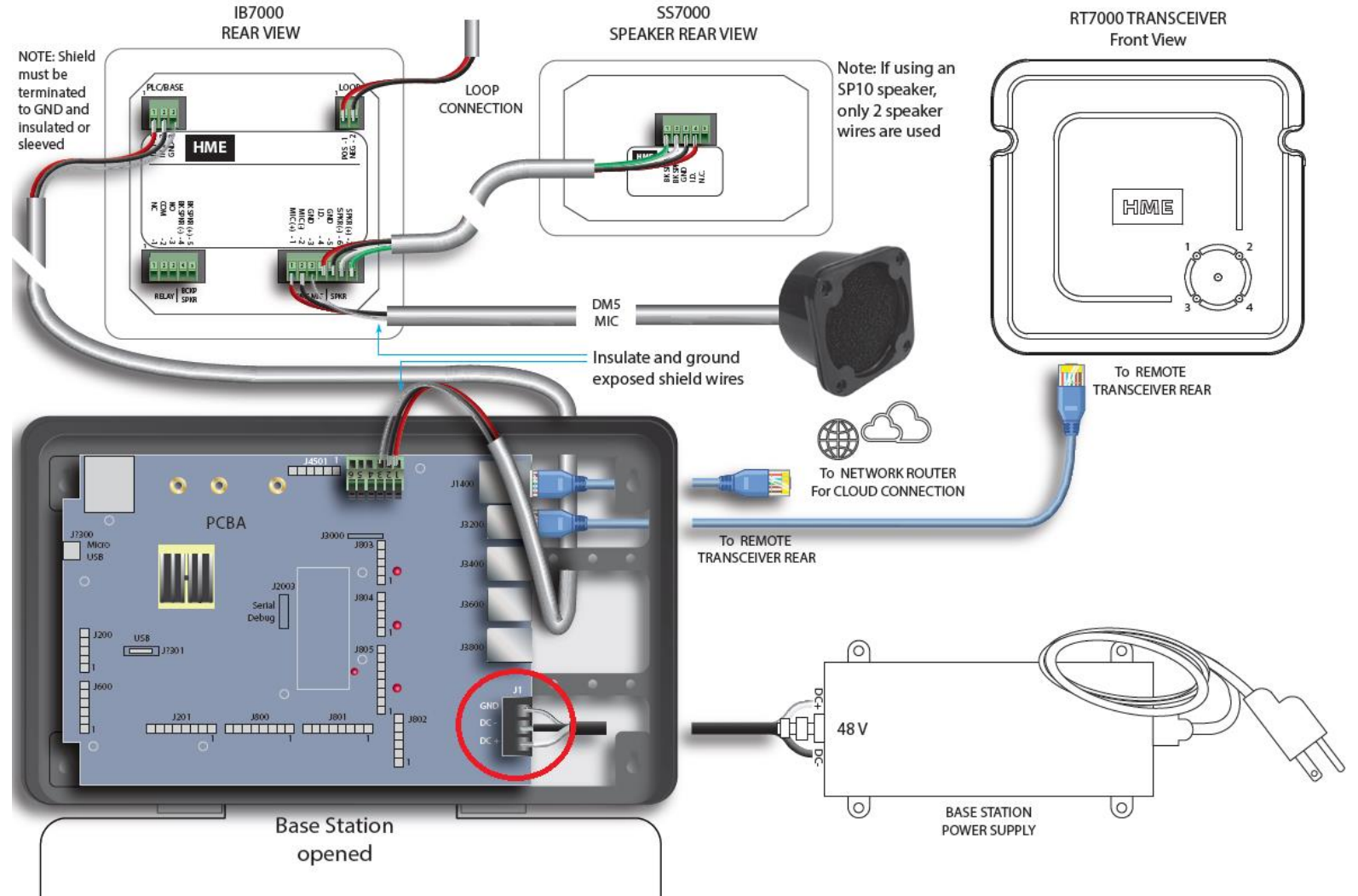


- If mounting the RT7000 outdoors, it must be grounded with the included lightning surge protector
- To ensure proper operation of protector, attach an earth ground wire (12AWG Max, Belden ok) to the Ground Lug
- Refer to the National Electric Code or local/regional codes for additional information on proper grounding
- The unit provides bi-directional protection so the ethernet cables can be connected to either jack

INSTALLATION PROCESS

Installation Process – Component Connections

- Ensure all major components are connected and plug the power supply into J1 to power up the base
- Once the base powers on you will begin the Installation Wizard process



INSTALLATION PROCESS

Installation Process – Installation Wizard

- Verify that all information was provided in your work order and that it is correct before proceeding
- If at any point, you accidentally exit the Installation Wizard, it can be accessed through the “Troubleshooting” menu in the system

Installation Wizard ✕

① **Welcome** ② Connect ③ Configure

Welcome

Please have the following task complete and information ready before starting the installation.

- Your Headset batteries are charged
- You know your store number and country.
- You have your static network settings if you are not using DHCP.
- You have your HME CLOUD account email address

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Enter the Store Information in the assigned fields
- Any field with an * is mandatory
- If the Store Brand is not available on the drop-down menu, choose “Other”
- Scroll down to enter Store Address (scroll bar on right side)
- Verify that the Store Number is correct – it is very difficult to change later

← **Installation Wizard**

① Welcome ② Connect ③ Configure

Details

* STORE NUMBER 0/20

* ACCOUNT EMAIL ADDRESS 0/25

* STORE NAME 0/25

* COUNTRY United States of America

* STORE BRAND Other

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Enable DHCP to allow the store network to supply the network information – store network must be configured for DHCP for this to work
- Disable DHCP to edit fields and manually enter settings provided by customer (should be called out in work order)

← **Installation Wizard**

✓ Welcome ② **Connect** ③ Configure

Connect To Network

DHCP

Connected

IP ADDRESS

SUBNET MASK

GATEWAY

DNS SERVER

WEB SERVER PORT

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

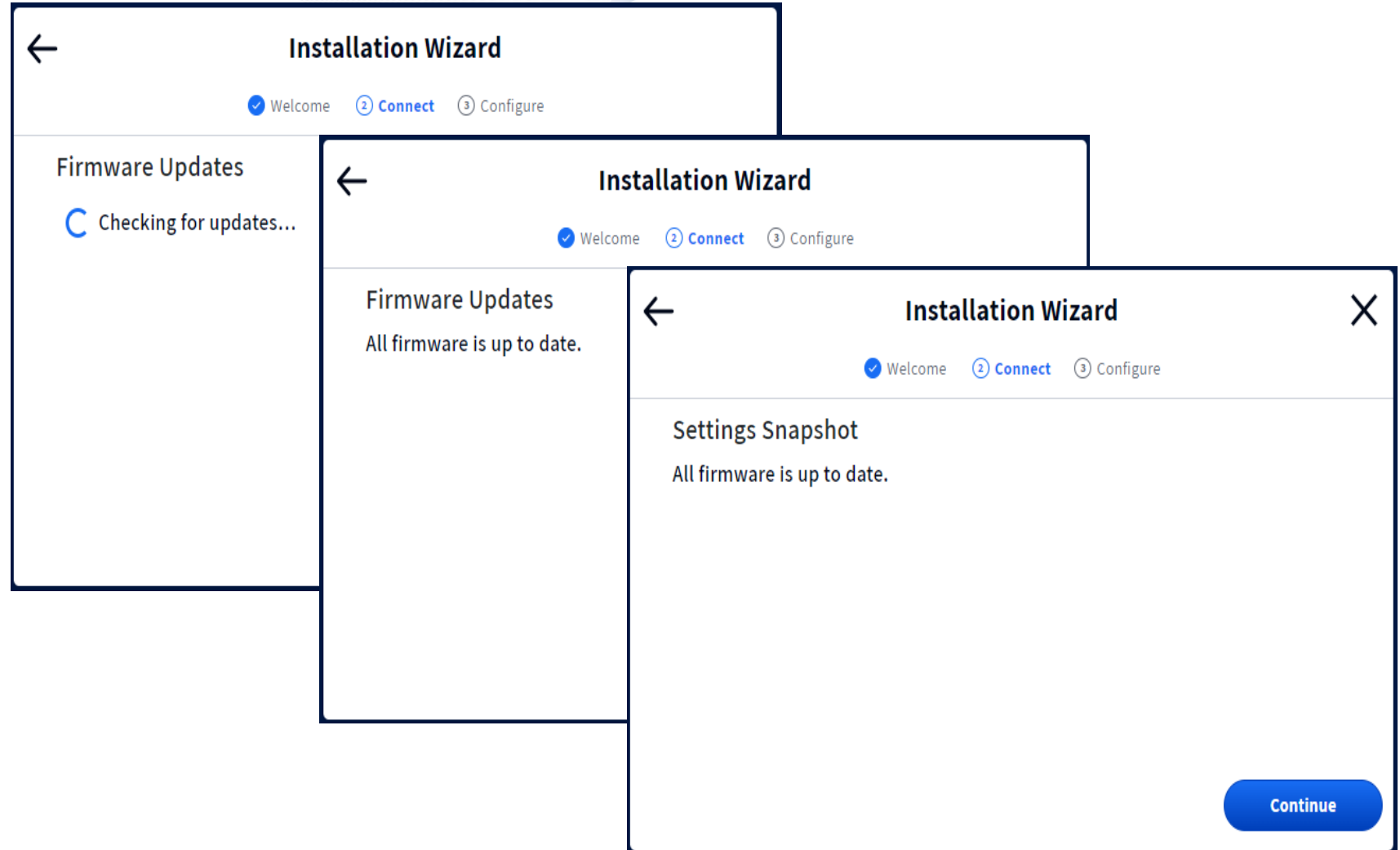
- Enable the use of HME CLOUD by using the toggle
- As long as the email address and network information are correct, the system should connect and register
- The Store Number and Account Email Address will be visible (red)
- If the Store Number is incorrect, the system will need to be Unregistered and the CLOUD function disabled to go back and change it
- If the system does not connect to the CLOUD, clicking on the Test Connection button will check the 3 basic requirements

The image displays two screenshots of the 'Installation Wizard' interface. The top screenshot shows the 'HME CLOUD' toggle disabled. The bottom screenshot shows the 'HME CLOUD' toggle enabled. A 'CONNECTION STATUS' pop-up window is overlaid on the bottom screenshot, showing a green 'Connected' status and three 'PASSED' test results for ping, port 5556, and port 19000. The pop-up window has a red border.

INSTALLATION PROCESS

Installation Process – Installation Wizard

- The system will now check to see if there are any available updates that need to be applied
- You can apply them now and depending on the component can take between 5 to 20 minutes (may take longer to download from CLOUD depending on customer network quality)
- There may also be “Snapshots” available, these are existing settings and configurations that can be applied to the system from the CLOUD



INSTALLATION PROCESS

Installation Process – Installation Wizard

- Set the date and time format to match the customer's preference
- Nearest City is the best possible option for the Time Zone, but it may need to be set manually based on location
- Scroll down to verify or set the internal NTP settings to prevent the system time from drifting
- If the system is not connected to the CLOUD for some reason at this point, the date and time can be manually set

The screenshot shows the 'Installation Wizard' interface. At the top, there is a back arrow, the title 'Installation Wizard', and a close 'X' button. Below the title, there are three steps: '1 Welcome' (checked), '2 Connect', and '3 Configure'. The main content area displays 'Date & Time' as '04/16/2021 10:13:05'. Under 'DATE FORMAT', there are two buttons: 'MM/DD/YYYY' (selected) and 'DD/MM/YYYY'. Under 'TIME FORMAT', there are two buttons: '12-Hour' and '24-Hour' (selected). Under 'TIME ZONE SETTING', there are two buttons: 'Nearest City' (selected) and 'Manual'. A 'Continue' button is located at the bottom right. A red box highlights a vertical scrollbar on the right side of the form, with a red arrow pointing downwards, indicating the scroll action mentioned in the text.

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Changing the setting to Manual will allow you to enter time settings manually if not connected to the CLOUD
- The base must be able to access these servers through the customer network in order to constantly update its system time and avoid time drift

← Installation Wizard ×

✓ Welcome ② Connect ③ Configure

TIME SETTING

Auto Manual

INTERNET TIME SERVER 1
0.north-america.pool.ntp.org 28/30

INTERNET TIME SERVER 2
1.north-america.pool.ntp.org 28/30

INTERNET TIME SERVER 3
2.north-america.pool.ntp.org 28/30

INTERNET TIME SERVER 4
3.north-america.pool.ntp.org 28/30

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Next you will choose the Lane Setup and assign the IB(s)
- All available IBs will be selectable in the drop-down menu and show as “Connected” in green
- Once all IBs have been assigned, the base station will prompt you to reboot it and will reboot to this page

← **Installation Wizard** ✕

✓ Welcome ✓ Connect ③ Configure

Lane Setup

Single Dual Tandem None

SPEAKER SELECTION
Select One ^

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

- If the system does not recognize an IB, you will see the red notice below
- For “Dual” (includes Y Lane) and Tandem configurations, it is recommended to only plug in one IB at a time as it helps you to determine which IB belongs to which order point

Installation Wizard

✓ Welcome ✓ Connect ③ Configure

Lane Setup

Single **Dual** Tandem None

LANE CHAT COMBINED ⓘ

Lane 1 Lane 2

SPEAKER SELECTION Select One SPEAKER SELECTION Select One

! No Speaker/Mic connected. Be sure to install and confirm connection for each Speaker/Mic to continue with Install Wizard

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

- The Tandem configuration will specifically call out Forward vs. Rear Order Points
- When the base is set for Tandem mode, the “Please Pull Forward” message will be automatically enabled for the Rear Order Point

← Installation Wizard ×

✓ Welcome ✓ Connect ③ Configure

Lane Setup

Single Dual **Tandem** None

LANE CHAT COMBINED ⓘ

Lane 1 (Forward Order Point) Lane 2 (Rear Order Point)

SPEAKER SELECTION Select One SPEAKER SELECTION Select One

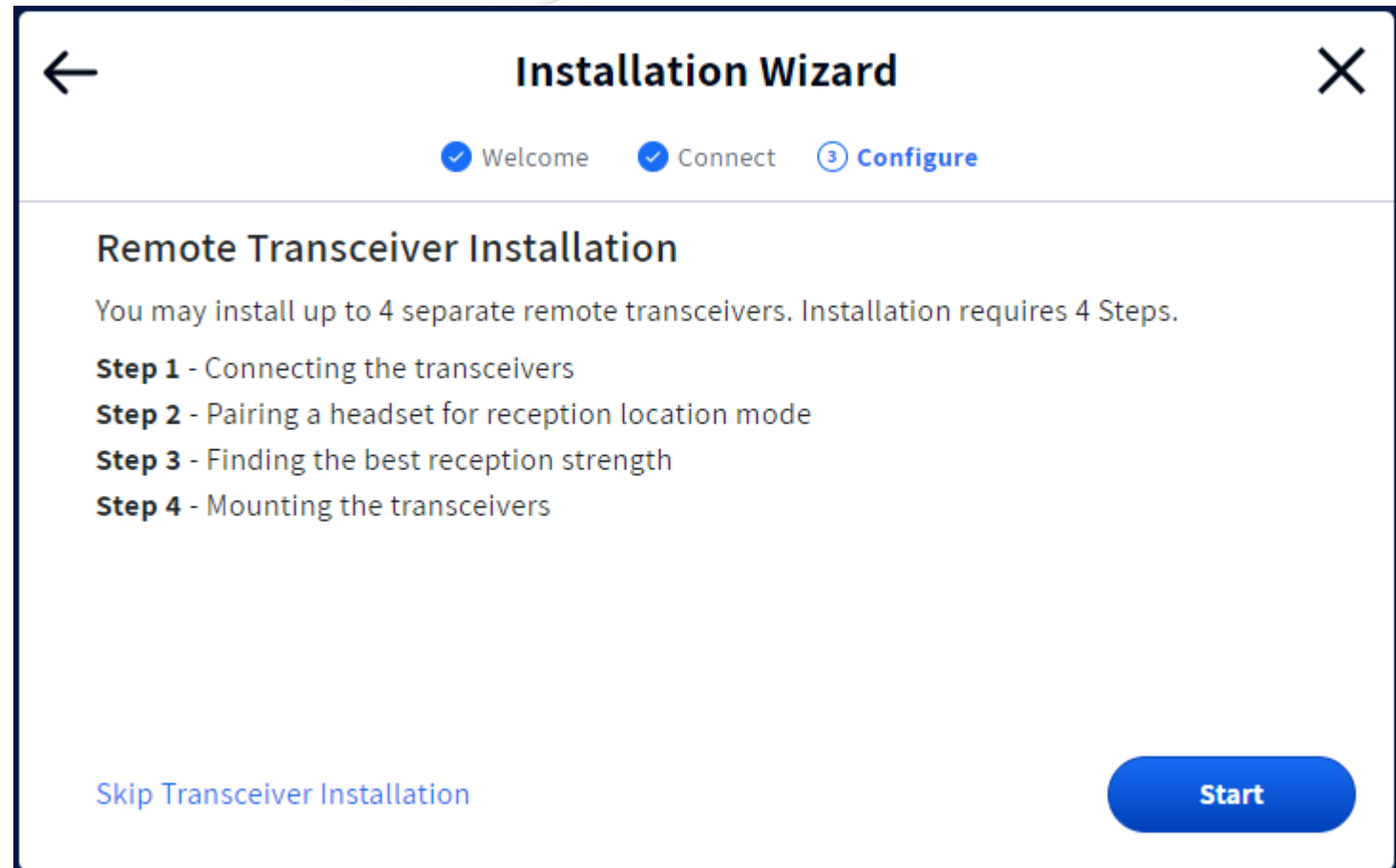
❗ No Speaker/Mic connected. Be sure to install and confirm connection for each Speaker/Mic to continue with Install Wizard

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Next you will need to test the temporary location of the RT7000(s)



INSTALLATION PROCESS

Installation Process – Installation Wizard

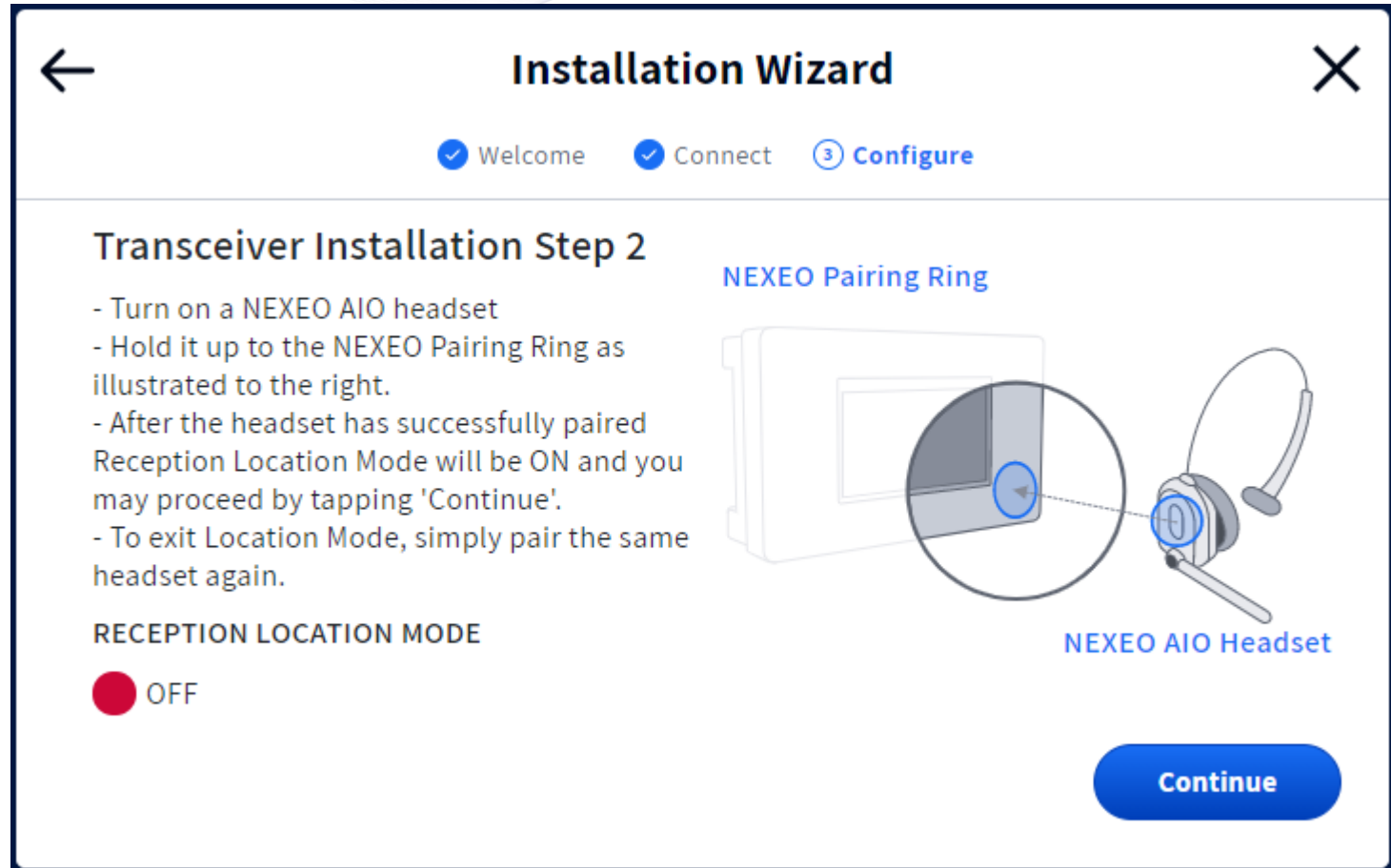
- Any RT7000s that have been connected to the system will show up here
- If an RT7000 is not present on this screen, check the LEDs on the device to ensure it is receiving power
- The RT can be connected directly to the base to determine if the ethernet cable is bad

The screenshot displays the 'Installation Wizard' interface. At the top, there is a navigation bar with three steps: 'Welcome' (checked), 'Connect' (checked), and 'Configure' (active, indicated by a circled '3'). Below the navigation bar, the title 'Transceiver Installation Step 1' is followed by instructions: 'Connect your remote transceivers to a NEXEO base Remote XCVR port using a network cable. Once the connection has been made you may continue to the next step.' Underneath, the section 'NEXEO TO TRANSCEIVER STATUS' shows a green circle next to the word 'Connected'. To the right of this, the text 'Transceiver 1', 'S/N 18ZYF267', and 'Version 73.27.27' is displayed. A blue 'Continue' button is located at the bottom right of the screen.

INSTALLATION PROCESS

Installation Process – Installation Wizard

- Follow the steps on the screen to “pair” a headset to the base station
- Click the Continue button to move on to the Location Mode screen



INSTALLATION PROCESS

Installation Process – Installation Wizard

- Use the LED in the mic boom to determine if the RT7000 location will provide coverage to all necessary areas inside and outside of the restaurant
- If you do not have good coverage in an area, relocate the RT7000 and repeat the process
- Depending on the area that needs to be covered, multiple RT7000s may need to be installed
- In this case, install the RT7000 to cover primary drive-thru function and communicate the need for additional RT7000s when you close out your work order

Installation Wizard

✓ Welcome ✓ Connect ③ Configure

Transceiver Installation Step 3

Move around the facility with your headset in your hand. The headset boom light will change depending on the strength of the radio reception in the area. Check the reception in all areas by matching the boom color to the strongest level of the reception strength chart. You may also need to test reception strength by placing the transceiver in more than one location.

NEXEO Headset Boom Light

Reception Strength*

- BEST RECEPTION
- STRONG RECEPTION
- NO RECEPTION

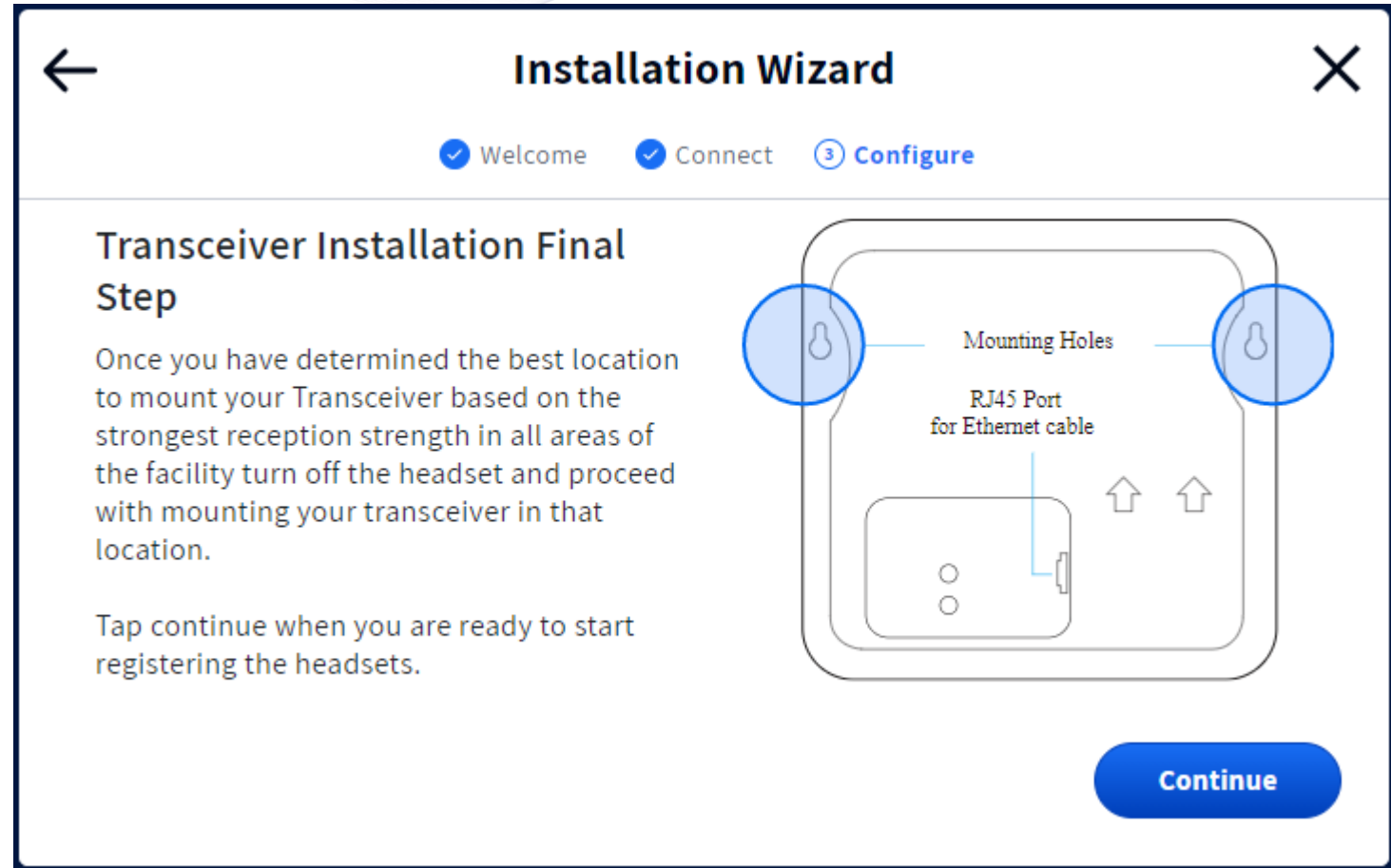
* No colors on the boom may mean you need to re-pair the headset.

Continue

INSTALLATION PROCESS

Installation Process – Installation Wizard

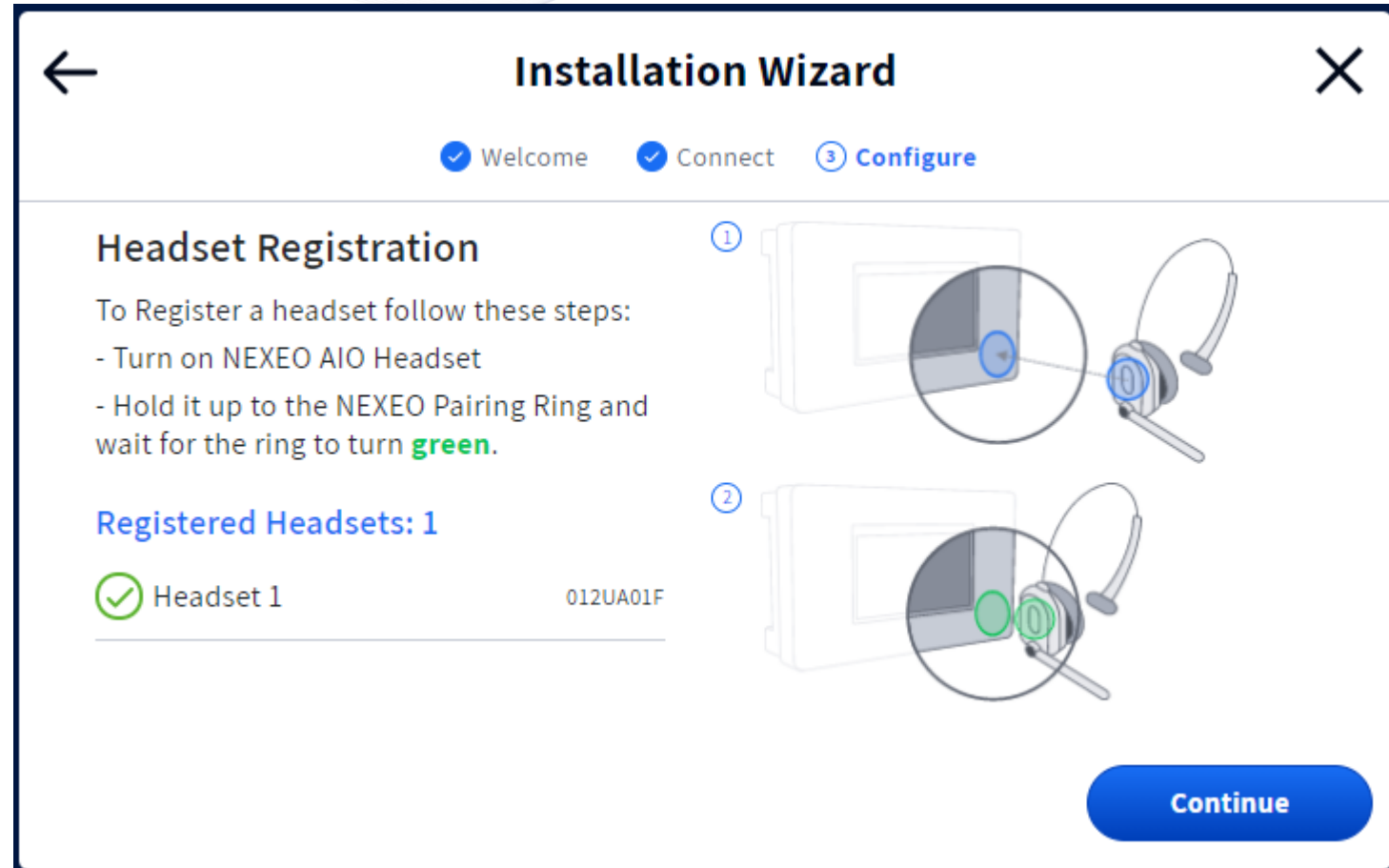
- Once the RT7000 locations have been verified, proceed to permanently mount them with the included hardware
- There are channels in the shell of the RT7000 which you can use to run the ethernet cable through in order to get the device to sit flush with the wall
- This is incredibly important if the RT7000 is being mounted outdoors In order to protect the ethernet connection and maintain the intended IP ratings of the device



INSTALLATION PROCESS

Installation Process – Installation Wizard

- Next, you will pair (register) all headsets to the base station including the one that was just used for Location Mode
- Each headset that is successfully paired will appear in the list on the lower left corner of the screen
- If a headset does not pair successfully on the first try, repeat the process until it appears on the list



INSTALLATION PROCESS

Headset Pairing Process – “Registration”

- Turn the headset on and tap the keypad to the blue pairing ring on the base station
- Choose the “position” from the next screen
 - Will usually be Drive-Thru mode
 - “Crew” mode allows the headset to speak on the internal channel only and it will not be able to speak to the drive-thru until paired again and mode is changed
- This screen also conveniently shows the charge level of the battery in the headset as well as the version and Serial Number

Tap Your Headset To Blue Circle
① Pair Headset ② Select Position

Headset Pairing Ring: Swirling Green Pairing in progress

Headset Pairing Ring: Solid Green: Pairing successful. Begin using headset

Select Your Position
✔ Pair Headset ② Select Position

DRIVE-THRU
CREW
FRONT COUNTER

Check this box if you are the primary order-taker and want to use AUTO HANDS-FREE mode. Note that enabling this feature for you will disable it for any other user (if any) who is currently using this mode. ⓘ

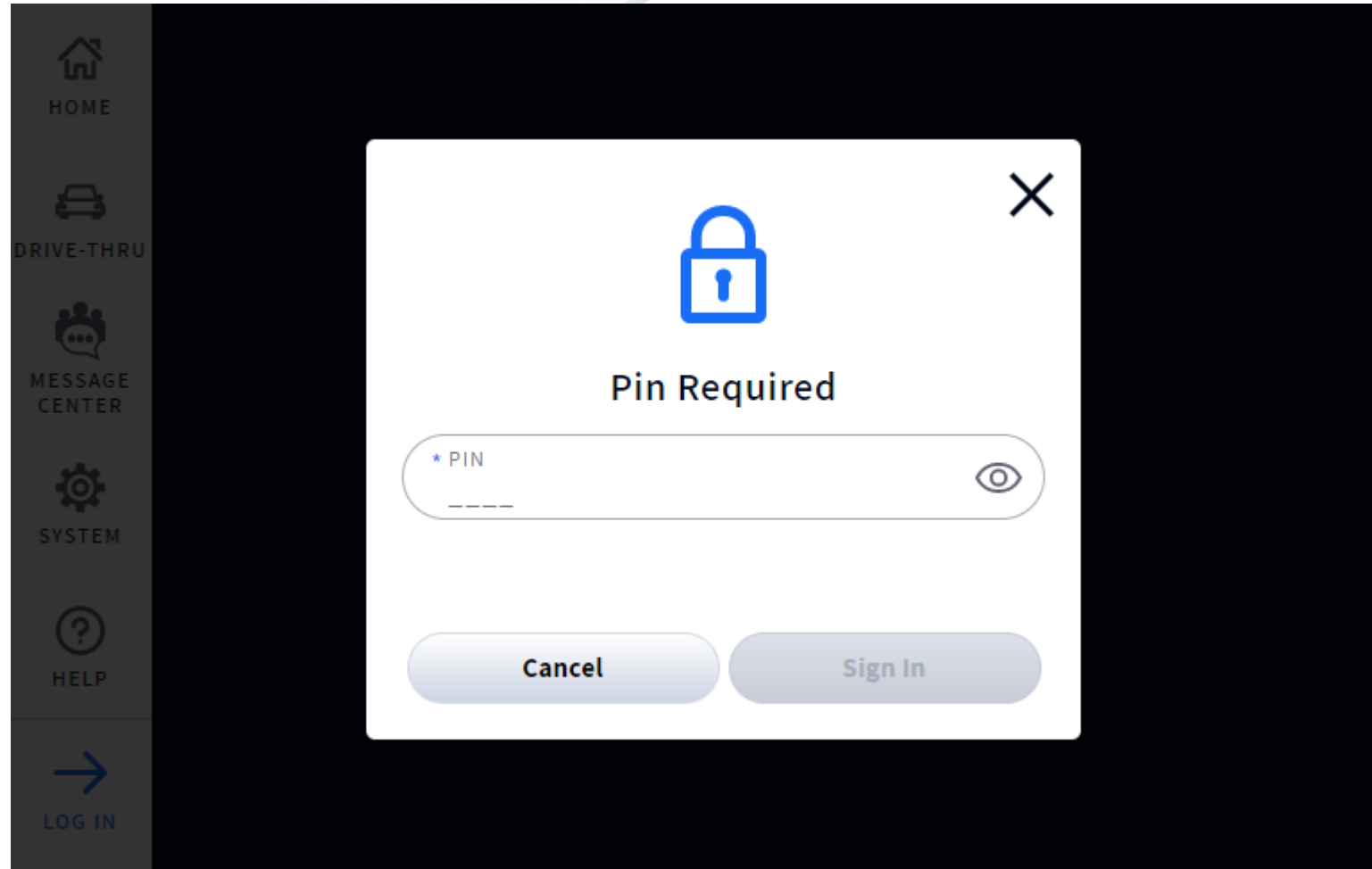
Paired Headset
BATTERY: 91% v0.59.1 S/N 16141503597681700232

Success!
You have successfully paired your headset.
Please put it on now.
OK

INSTALLATION PROCESS

System Menus and Settings

- When trying to access the settings, the system will ask for a PIN
- As an Installer, your PIN is 2334
- The PIN that you can provide to the store staff is 1220
 - This limits the settings that they can access



INSTALLATION PROCESS

System Menus and Settings

- Mute Chat when Order Taking
 - No chat/group audio will be heard when speaking with a customer
- Speed Team is now known as Outside Order Taker

Drive-Thru

GENERAL VOLUMES

MUTE CHAT WHEN ORDER TAKING ⓘ

OFF

Lane 1

OUTSIDE ORDER TAKER ⓘ

off On External

INSTALLATION PROCESS

System Menus and Settings

- Customer Voice is Inbound audio
- Order Taker Voice is Outbound audio
- Greeter Message should always be at 20 to ensure that it plays properly

The screenshot shows a mobile application interface for 'Drive-Thru' settings. On the left is a navigation menu with icons and labels: HOME (house icon), DRIVE-THRU (car icon), MESSAGE CENTER (speech bubbles icon), SYSTEM (gear icon), HELP (question mark icon), and LOG OUT (back arrow icon). The main content area is titled 'Drive-Thru' and has two tabs: 'GENERAL' and 'VOLUMES'. Under the 'VOLUMES' tab, there are four volume sliders, each with a minus sign on the left, a plus sign on the right, and a numerical value in the center. The sliders are: 'CUSTOMER VOICE' (value 12), 'ORDER TAKER VOICE' (value 12), 'ARRIVAL TONES' (value 13), and 'GREETER MESSAGE' (value 20). The sliders are set against a dark background with a light blue progress bar.

INSTALLATION PROCESS

System Menus and Settings

- Ceiling Speaker Volume is found within the Message Center
- Audio Files is where the user can record their own custom messages using the headset
- Schedule is where the user can create their own custom schedules to control when the messages are played
- Clicking New Message allows you to combine an Audio File with a Schedule to create a custom message
 - The Audio File and Schedule must be created first

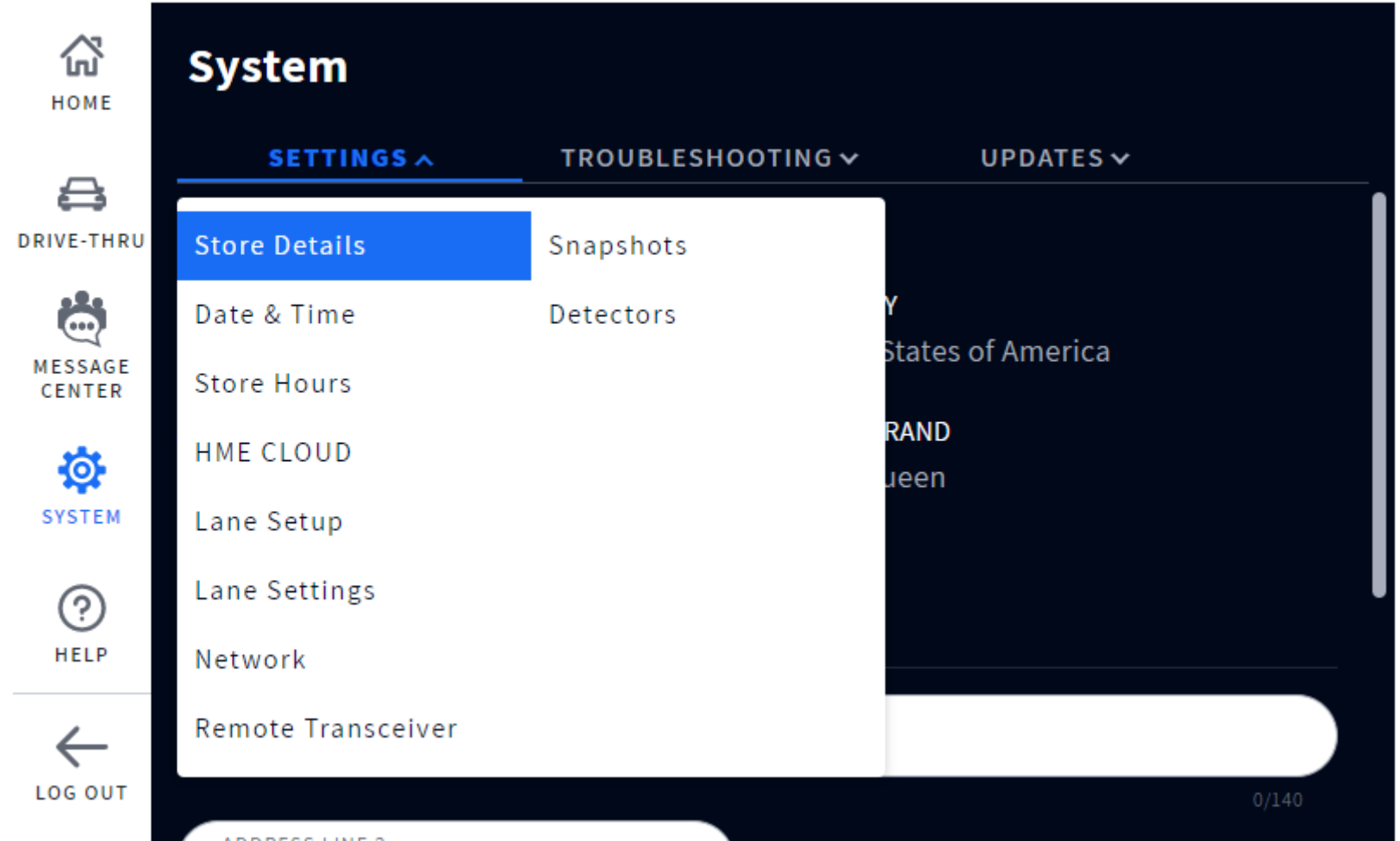
The screenshot shows the 'Message Center' interface. On the left is a sidebar menu with icons and labels for HOME, DRIVE-THRU, MESSAGE CENTER (highlighted), SYSTEM, HELP, and LOG OUT. The main content area has tabs for MESSAGES, SCHEDULE, AUDIO FILES, and CEILING SPEAKERS. Under the MESSAGES tab, it shows 'All Messages' with a dropdown arrow and '16 Messages'. There are 'Bulk Edit' and 'New Message' buttons. Below is a table of messages:

	NAME	TYPE	CREATED	STATUS	
▶	Closed Per Store Hours	Store Closed	05/13/2019	Enabled	⋮
▶	Wait a moment	Greeters	05/13/2019	Disabled	⋮
▶	Customer Counter	Alerts	05/10/2019	Disabled	⋮
▶	Lobby Door	Alerts	05/10/2019	Disabled	⋮

INSTALLATION PROCESS

System Menus and Settings

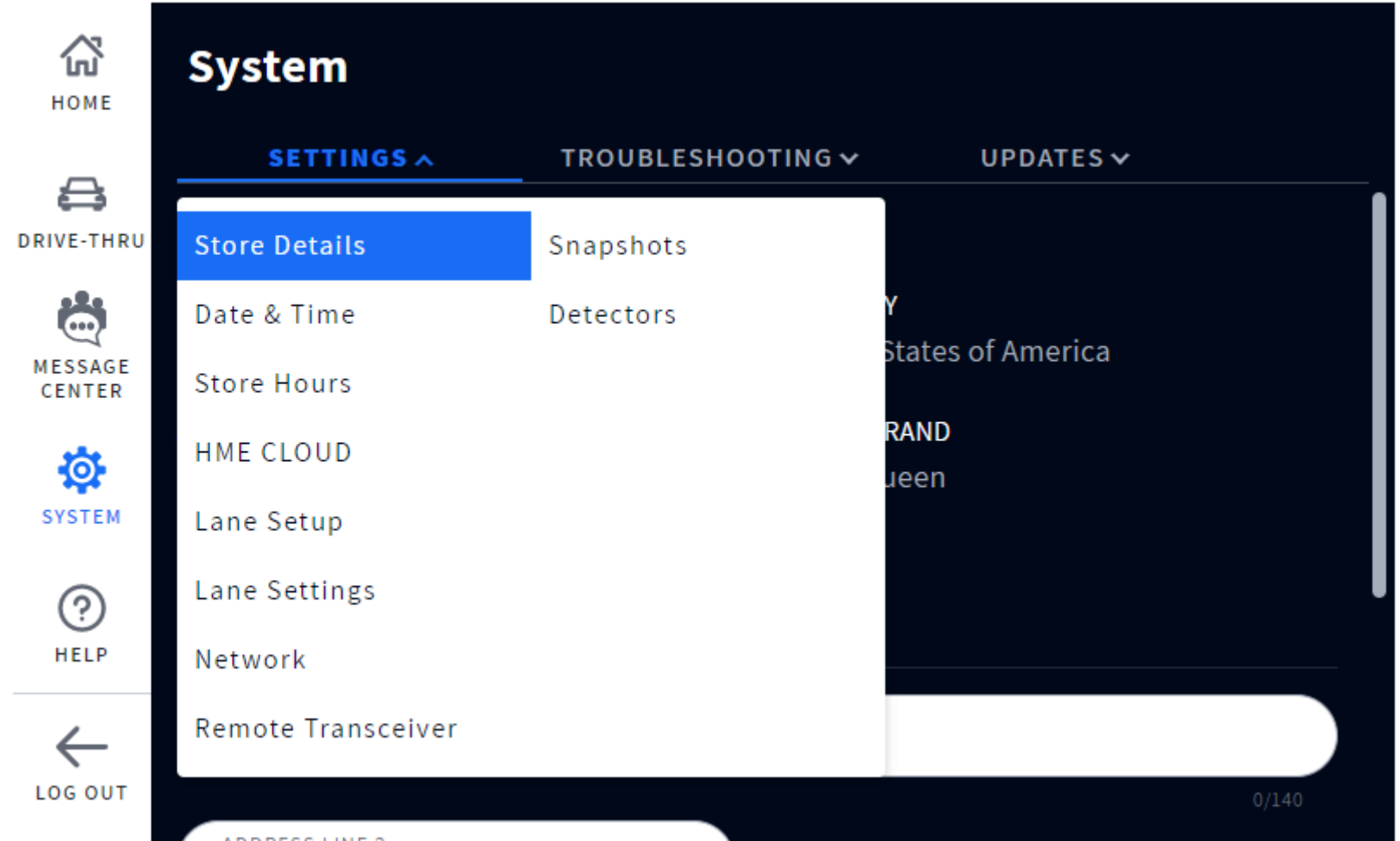
- Most of the important parameters in the Settings menu were programmed during the Installation Wizard
- You will want to verify and program the Store Hours as these are tied to the automatic Store Closed message
- The RT7000(s) can be rebooted directly through the Remote Transceiver menu rather than rebooting the whole system
- As there are no VDBs for this system, you can adjust detection related settings for the IB through the Detectors menu



INSTALLATION PROCESS

System Menus and Settings

- Most of the important parameters in the Settings menu were programmed during the Installation Wizard
- You will want to verify and program the Store Hours as these are tied to the automatic Store Closed message
- The RT7000(s) can be rebooted directly through the Remote Transceiver menu rather than rebooting the whole system
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INSTALLATION PROCESS

System Menus and Settings

- The Store Hours will need to be set for each day
- Depending on what format you chose during the Installation Wizard (or changed in the settings) you will have a 12 or 24 hour format available
- If the restaurant is open 24-hours, the open and close times need to be the same
 - In this case, the Store Closed message will not be played at all

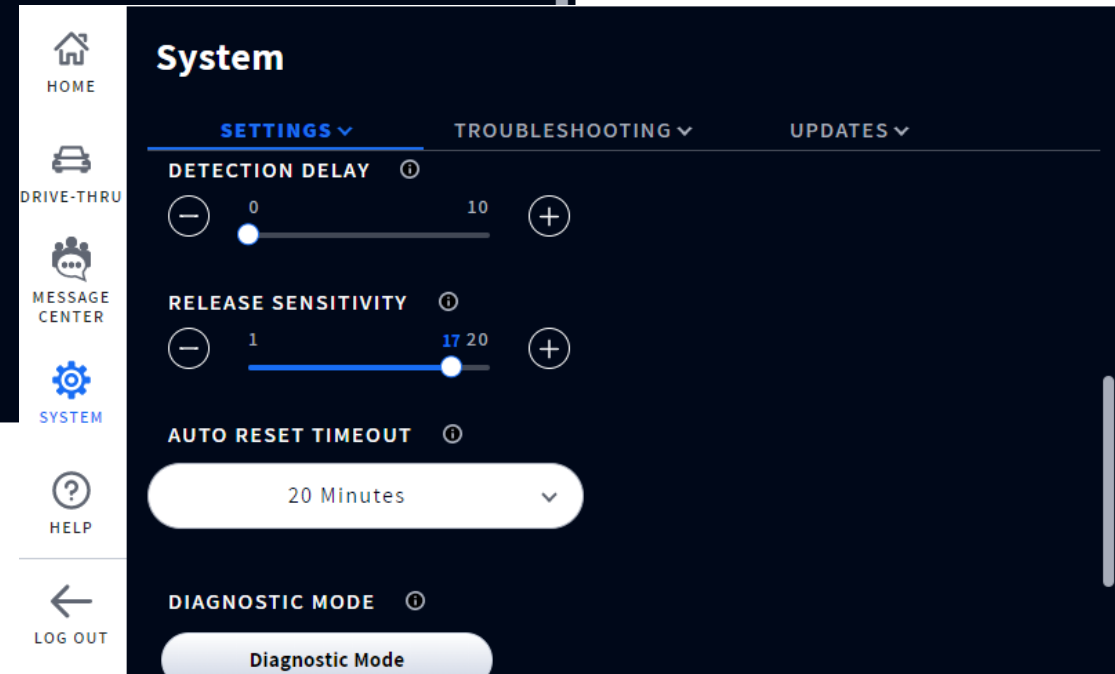
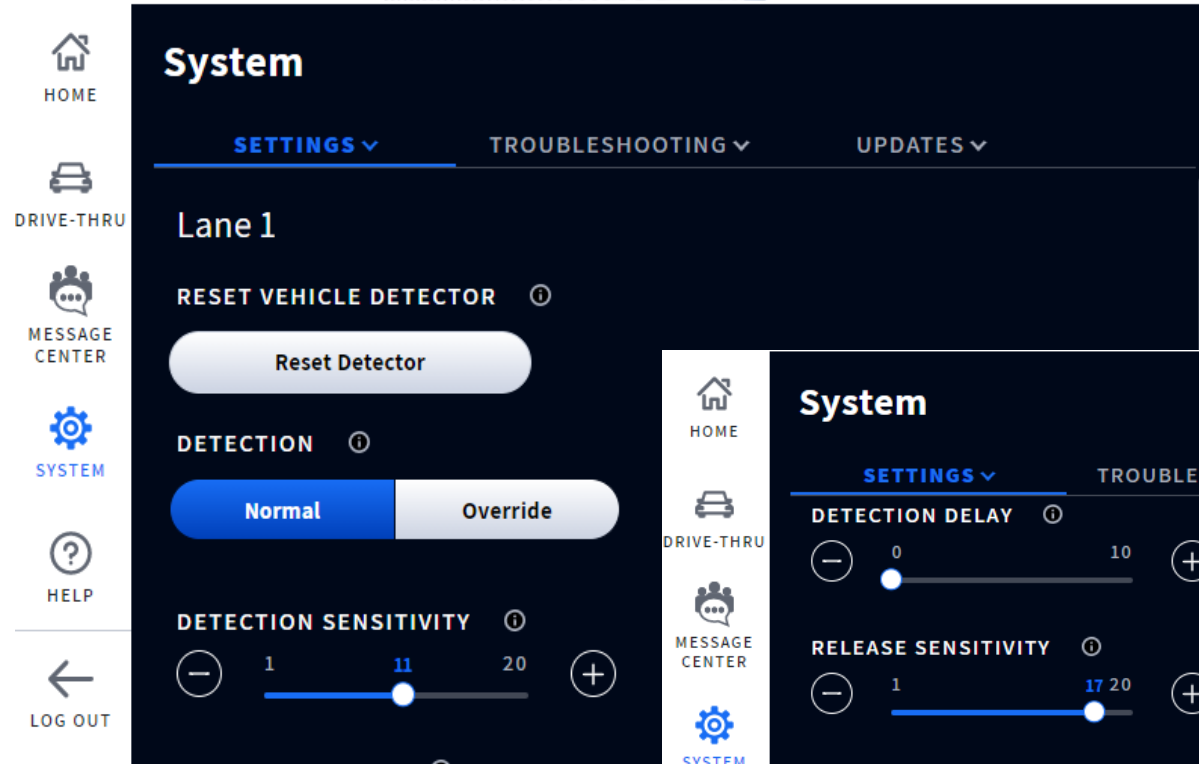
The screenshot shows the 'System' settings screen. On the left is a navigation menu with icons for HOME, DRIVE-THRU, MESSAGE CENTER, SYSTEM (highlighted), HELP, and LOG OUT. The main content area is titled 'System' and has three tabs: SETTINGS (selected), TROUBLESHOOTING, and UPDATES. Below the tabs is a table of store hours for each day of the week. Each day has an 'OPEN' time and a 'CLOSE' time, both with AM/PM selection buttons.

Day	Open Time	Open AM/PM	Close Time	Close AM/PM
SUNDAY	10:30:00	AM	10:30:00	PM
MONDAY	10:30:00	AM	10:30:00	PM
TUESDAY	10:30:00	AM	10:30:00	PM
WEDNESDAY	10:30:00	AM	10:30:00	PM
THURSDAY	10:30:00	AM	10:30:00	PM
FRIDAY	10:30:00	AM	11:00:00	PM
SATURDAY	10:30:00	AM	11:00:00	PM

INSTALLATION PROCESS

System Menus and Settings

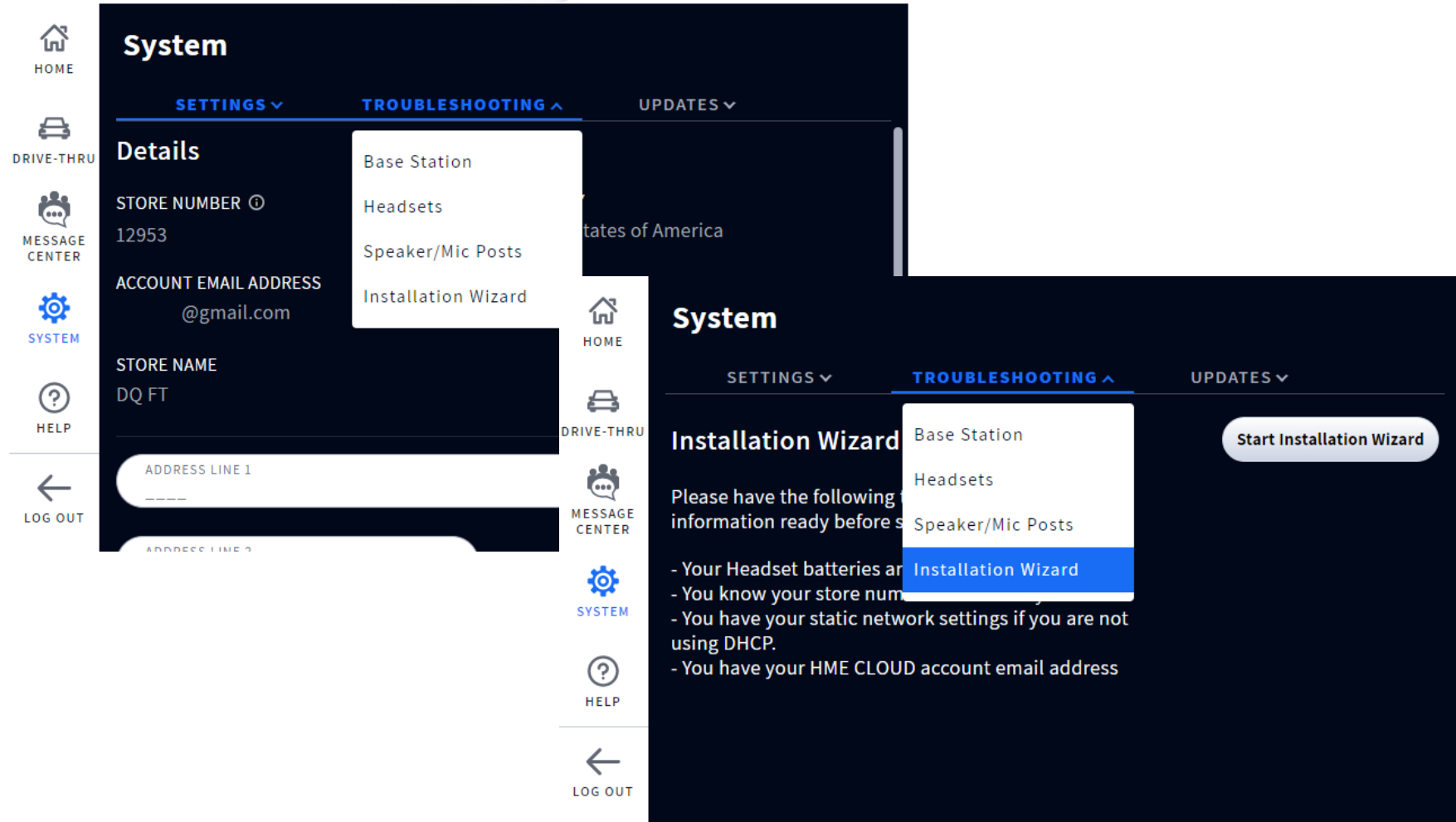
- The functions that would normally be controlled by switches on the VDB can be found under Settings > Detectors
- If there is a 2nd order point, the settings for the 2nd lane will appear on the right side



INSTALLATION PROCESS

System Menus and Settings

- The Troubleshooting menu provides additional information on each of the primary components beyond the basic User Interface
- This is also where you can re-initialize the Installation Wizard if needed



INSTALLATION PROCESS

System Menus and Settings

- The Base Station page displays the basic information for the system
- You can perform a soft reboot of the base with the button provided
 - This should usually be done as a last resort as each individual component can be individually rebooted
 - This process can take up to 15 minutes depending on how long the RT7000s take to scan



The screenshot shows the 'System' interface with the 'TROUBLESHOOTING' tab selected. The 'Base Station' section is visible, featuring a 'Restart Base Station' button. Below this, system information is displayed in a two-column format:

VERSION	SERIAL NUMBER
1.1.0	Q21JAN00082
RADIO SETTING REGION	SYSTEM ID
USA	0x264
TEMPERATURE	MEMORY
54°C	778 MB
CPU USAGE	
33 %	

INSTALLATION PROCESS

System Menus and Settings

- The Headsets page displays the Serial Numbers and Status for each headset that has been paired to the base station
- The Status will change shortly after a headset is powered on or off and can be helpful locating a specific headset for troubleshooting purposes



System			
SETTINGS ▾	TRUBLESHOOTING ▾	UPDATES ▾	
Headsets			
HEADSET SERIAL # ▾	FIRMWARE VERSION	LINK STATUS ⓘ	
F50Z0010	0.73.19	Disconnected	⋮
F49Z0005	1.0.0	Connected	⋮
F43Z0024	1.0.0	Connected	⋮
F43Z0016	1.0.0	Disconnected	⋮

INSTALLATION PROCESS

System Menus and Settings

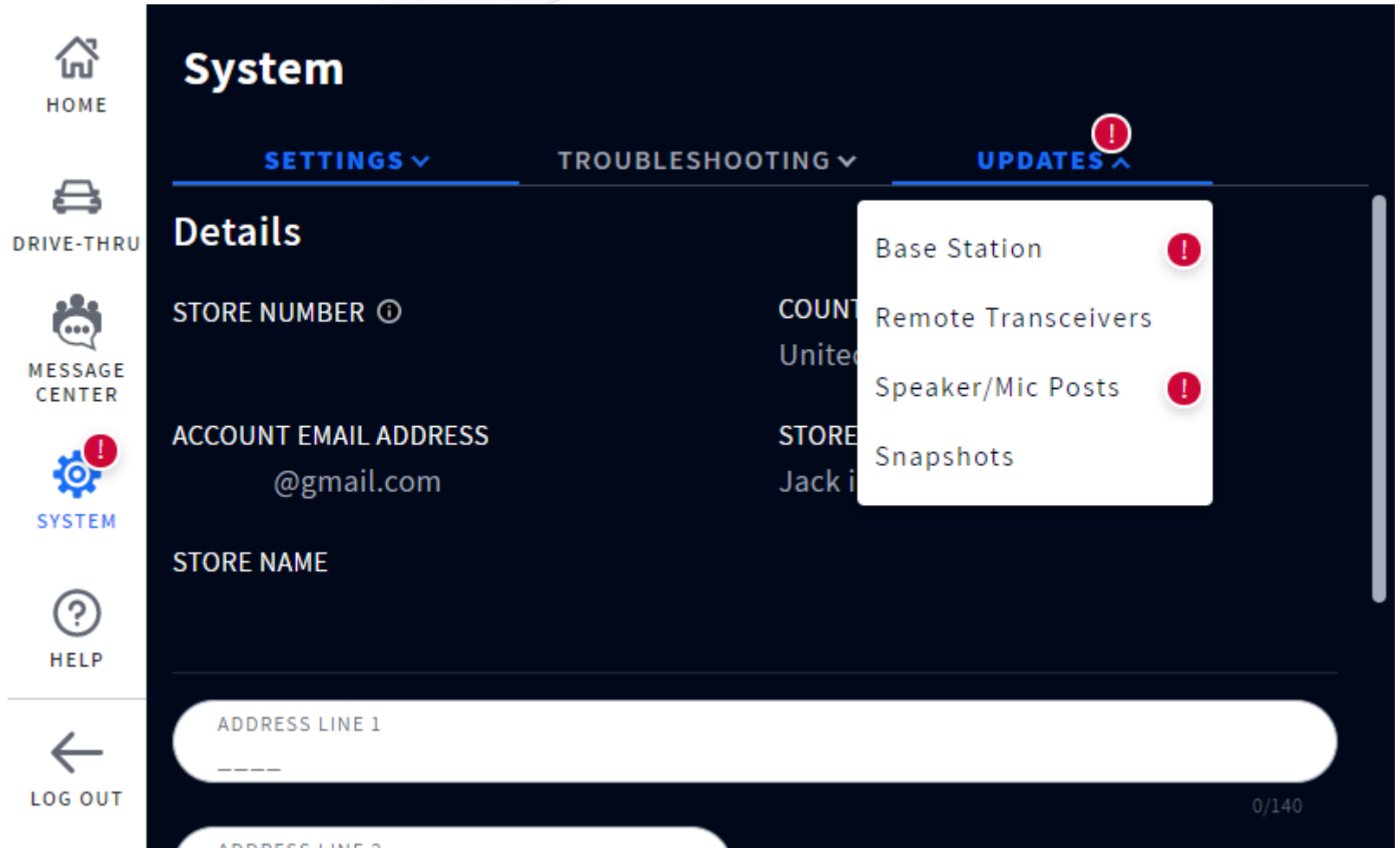
- The Speaker/Mic Posts page provides information on the connected IB(s)
 - The information for the 2nd lane will appear on the right side
- Choosing the option to restart the connection to the IB will affect all IBs connected to the system

The screenshot shows a dark-themed user interface for a system. On the left is a vertical navigation menu with icons and labels: HOME (house icon), DRIVE-THRU (car icon), MESSAGE CENTER (speech bubble icon), SYSTEM (gear icon), HELP (question mark icon), and LOG OUT (left arrow icon). The main content area is titled 'System' and has three tabs: 'SETTINGS' (with a dropdown arrow), 'TROUBLESHOOTING' (highlighted in blue with a dropdown arrow), and 'UPDATES' (with a dropdown arrow). Under the 'TROUBLESHOOTING' tab, the title 'Speaker/Mic Posts' is displayed. To the right of this title is a button labeled 'Restart Speaker/Mic Post'. Below the title, the following information is listed: 'VERSION 1.1.0', 'SERIAL NUMBER Q20DEC02046', and 'MAC ADDRESS 00:1d:06:00:0c:c2'.

INSTALLATION PROCESS

System Menus and Settings

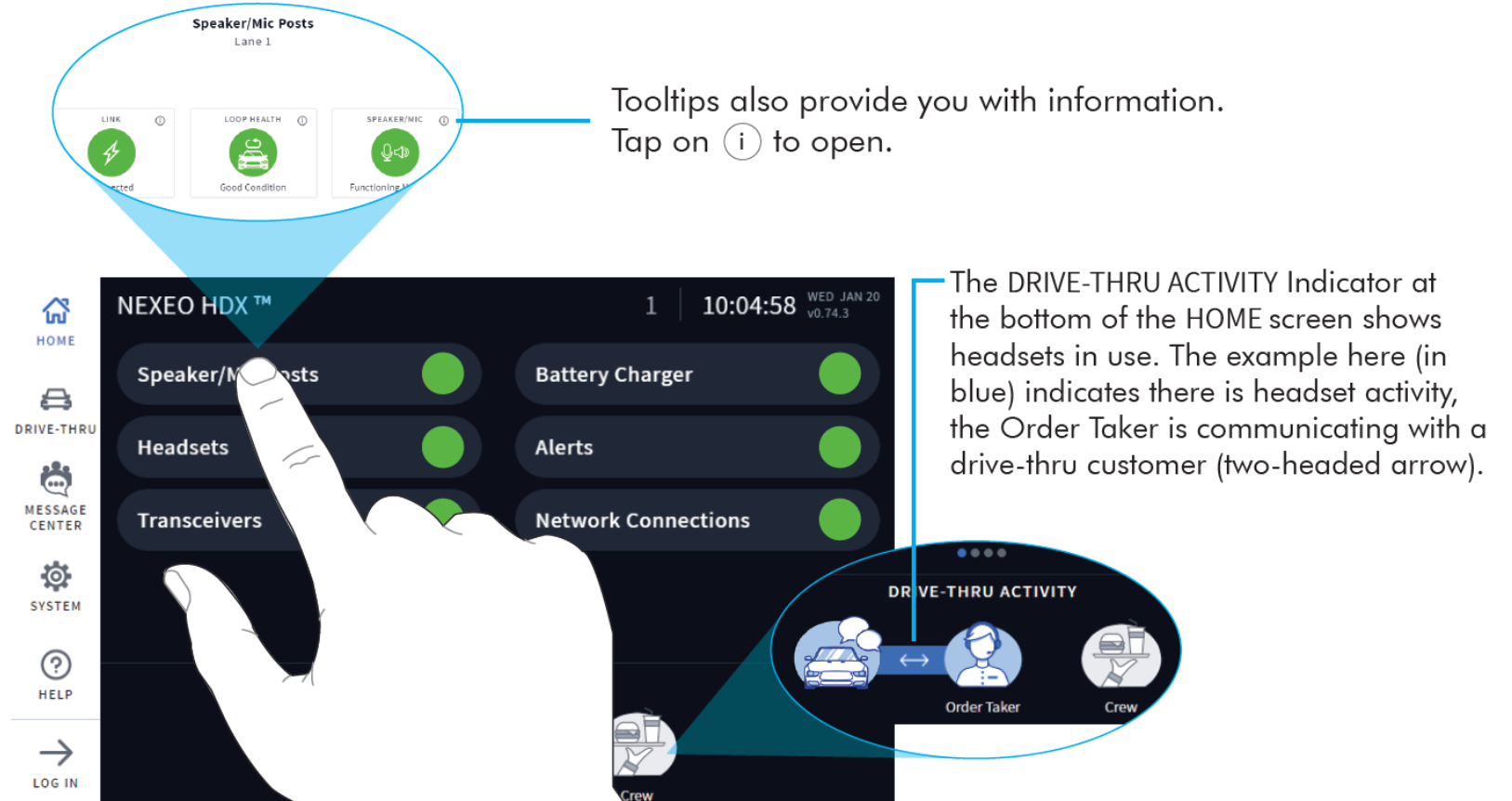
- The Updates section will show if there are any software updates available for the different components
- Generally, updates will be applied during the Installation Wizard process



INSTALLATION PROCESS







User Interface Diagnostics

- The touchscreen User Interface (UI) provides diagnostic information for various components of the system
- Each section uses a color-coded system to determine functionality
 - Green – All functional
 - Yellow – Needs attention
 - Red – Not functional
 - Gray – Charger Only – Not Connected
- Touching each section will bring you to a screen with more in-depth information
- The icons on the bottom edge of the screen display vehicle detection and if someone is currently speaking to that customer



INSTALLATION PROCESS

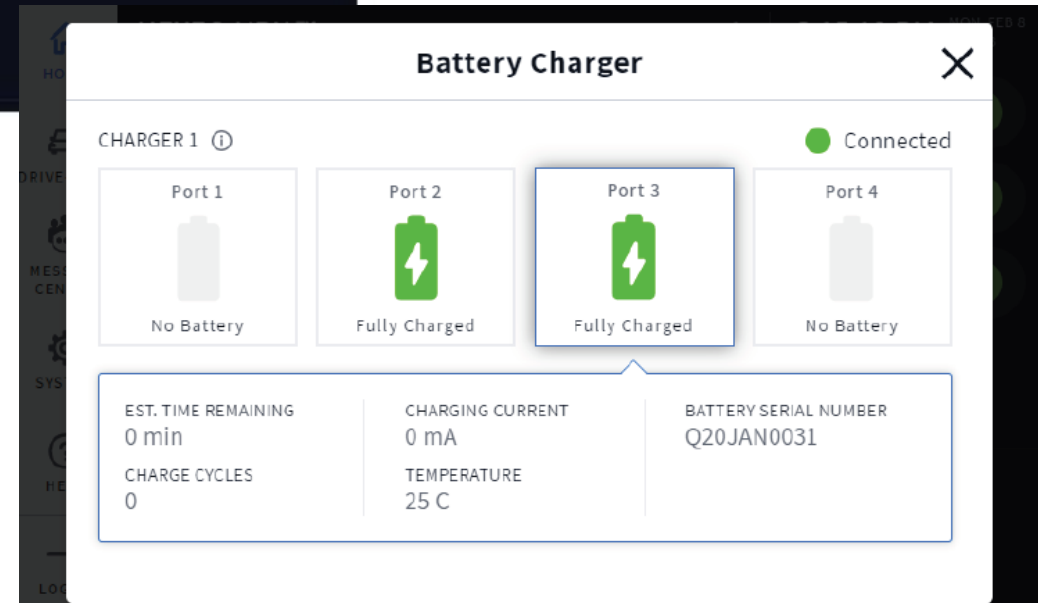
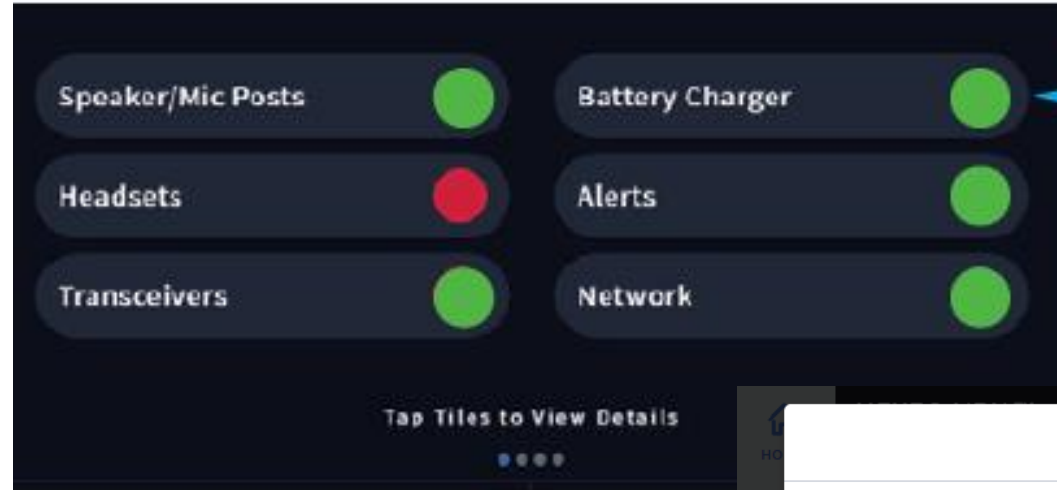
User Interface Diagnostics

Feature	Description
	<p>Link: checks that the Post and Base Station are communicating</p> <p>Loop Health: checks that the vehicle detection loop is functioning properly</p> <p>Speaker/Mic: checks that the speaker mic for this lane is functioning properly</p>
	<p>Traffic: shows how many conversations are happening now</p> <p>In Use: shows how many headsets are currently in use</p> <p>Status: provides a headset status, those functioning normally or not.</p>
	<p>Status: This tells you whether the transceiver is online or not</p> <p>Remote Transceiver: This the transceiver's unique id/serial number</p> <p>Details: This informs you if the transceiver is functioning properly or otherwise</p>
	<p>Battery Status of Ports 1 - 4: Each port pane tells you the status of the battery docked in it, whether it is charging, fully charged, dead or unauthorized. Tap on any of the port panes to expand for more details such as charging time, charge cycles, charging current, temperature, and serial number. The Base Station can support more than one battery charger, and it will appear on this screen once it is powered up and placed within range</p>
	<p>Alert History: This provides you with a log of all the alerts that have happened. Alert details include name, time, duration, and type</p>
	<p>Network: This provides you with your LAN (Local Area Network) and HME CLOUD status.</p>

INSTALLATION PROCESS

User Interface Diagnostics

- As long as the smart charger is within range and connected to the base station, you can view more information by touching the Battery Charger panel
- This section will show you which ports are reporting a connected battery and the batteries charge percentage
- Touching each battery will provide further details specific to that individual battery



NETWORK REQUIREMENTS

NEXEO | HDX™ Pre-Installation Network & System Requirements

HME recommends that all NEXEO | HDX devices are connected to the HME CLOUD®. The following are the network and system requirements for connectivity:

1. Connecting HME CLOUD to the NEXEO HDX Base Station		
	Destination Domains	Network Ports
To use the HME CLOUD website with your local network to connect to your NEXEO base station, the following network firewall rules must be allowed:	<ul style="list-style-type: none"> *.hmecloud.com 	<ul style="list-style-type: none"> Outbound, 443 (HTTPS), TCP Outbound, 80 (HTTP), TCP Outbound, 1900, 5556
	<ul style="list-style-type: none"> *.hmedtcloud.com 	<ul style="list-style-type: none"> Outbound, 2000 through 2999 (inclusive) (HTTP), TCP Outbound, 1900, 5556

2. Connecting the NEXEO HDX Base Station to the Local Network - Bandwidth Requirements	
A broadband internet connection is required to use NEXEO HDX with the following requirements:	<ul style="list-style-type: none"> Minimum network speed: 10Mbps Physical port on restaurant network Restaurant preferred connection type: DHCP, Static, or DNA Restaurant specific IP address if DHCP connection type is not used

INSTALLATION RESOURCES



BS7000



HS7000



RT7000



SS7000



AC70



IB7000

HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Start Guide

NEXEO | HMX™ HMX655 SYSTEM

THE BEST CONTROL IN A BUSINESS

Touchscreen
Speaker
Microphone
Display
Buttons

Large Control Wheel
Speaker
Microphone

BS7000 includes a screen, dual 4.0 inch speakers, 5000 mAh battery and mounting hardware. BS7000 is a full-featured system. It can be installed in a vehicle or on a desk.

Compatibility: Your environment. You can now equipped with the best vehicle system available for your business needs. The intuitive HME screen provides you with a complete overview of your system or a glance. Innovative smart features enhance use of your vehicle-mounted induction provides a quick visual status of induction or completion.

A green indicator light indicates that the function is complete. A green indicator light indicates that the function is complete. A green indicator light indicates that the function is complete.

BS7000 includes a screen, dual 4.0 inch speakers, 5000 mAh battery and mounting hardware. BS7000 is a full-featured system. It can be installed in a vehicle or on a desk.

HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Start Guide

NEXEO | HMX™ HX2000 AIO HEADSET

The HX2000 HX2000 is an all-in-one headset useful for connecting with customers and colleagues on-site or remotely to save resources. It can be used for both hands-free and hands-on. HX2000 is a full-featured headset with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Installation: The HX2000 is an all-in-one headset useful for connecting with customers and colleagues on-site or remotely to save resources. It can be used for both hands-free and hands-on. HX2000 is a full-featured headset with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

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HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Reference Installation Guide

NEXEO | HMX™ RT7000 TRANSCEIVER

The RT7000 RT7000 is a wireless transceiver used for both hands-free and hands-on. It can be used for both hands-free and hands-on. RT7000 is a full-featured transceiver with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Installation: The RT7000 is a wireless transceiver used for both hands-free and hands-on. It can be used for both hands-free and hands-on. RT7000 is a full-featured transceiver with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Compatibility: Your environment. You can now equipped with the best vehicle system available for your business needs. The intuitive HME screen provides you with a complete overview of your system or a glance. Innovative smart features enhance use of your vehicle-mounted induction provides a quick visual status of induction or completion.

HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Reference Installation Guide

NEXEO | HMX™ SS7000 OUTSIDE SPEAKER

The SS7000 SS7000 speaker (Fig. 1) is designed for use in the RT7000 RT7000 transceiver. It can be used for both hands-free and hands-on. SS7000 is a full-featured speaker with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Installation: The SS7000 is a wireless transceiver used for both hands-free and hands-on. It can be used for both hands-free and hands-on. SS7000 is a full-featured transceiver with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Compatibility: Your environment. You can now equipped with the best vehicle system available for your business needs. The intuitive HME screen provides you with a complete overview of your system or a glance. Innovative smart features enhance use of your vehicle-mounted induction provides a quick visual status of induction or completion.

HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Start Guide

NEXEO | HMX™ AC70 SMART BATTERY CHARGER

The AC70 AC70 Smart Battery Charger can charge up to 2x AC70 AC70 batteries. It can be used for both hands-free and hands-on. AC70 is a full-featured charger with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Installation: The AC70 is a wireless transceiver used for both hands-free and hands-on. It can be used for both hands-free and hands-on. AC70 is a full-featured transceiver with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Compatibility: Your environment. You can now equipped with the best vehicle system available for your business needs. The intuitive HME screen provides you with a complete overview of your system or a glance. Innovative smart features enhance use of your vehicle-mounted induction provides a quick visual status of induction or completion.

HME HOSPITALITY & SPECIALTY COMMUNICATIONS

Quick Reference Installation Guide

NEXEO | HMX™ IB7000 INTERFACE BOX

The IB7000 IB7000 is an interface box used to connect the BS7000 BS7000 to the RT7000 RT7000 transceiver. It can be used for both hands-free and hands-on. IB7000 is a full-featured interface box with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Installation: The IB7000 is a wireless transceiver used for both hands-free and hands-on. It can be used for both hands-free and hands-on. IB7000 is a full-featured transceiver with a boom microphone, a headset with a boom microphone, a headset with a boom microphone.

Compatibility: Your environment. You can now equipped with the best vehicle system available for your business needs. The intuitive HME screen provides you with a complete overview of your system or a glance. Innovative smart features enhance use of your vehicle-mounted induction provides a quick visual status of induction or completion.

Find These and Full User Guide @ <https://www.hme.com/qsr/drive-thru-user-manuals/>

HME Confidential and Proprietary

TRAINING RESOURCES

https://www.hme.com/training/NEXEO_HDX/



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



Navigating the Touch Interface on Your NEXEO | HDX™ All-in-One Headset



Exploring the NEXEO | HDX™ Base Station Home Screen



Thank You!