NEXEO│HDX™ Crew Communication Platform   Quick Start Guide

THE BASE STATION AT A GLANCE

Touchscreen User Interface

Sidebar Menu

Activity Indicator

HME

Color-Coded Status Indicator

Headset Pairing Ring

Each dot indicates a screen, blue is the one currently visible. Click on a dot or swipe/drag the screen to the left or right to view other screens.

INTRODUCTION

Congratulations on your investment! You are now equipped with the best wireless headset system available for your business needs. The interactive HOME screen provides you with a complete overview of your system at a glance. Innovative smart features enhance ease of use while color-coded indicators provide a quick visual status of a feature or component.

A green indicator means that the feature/component is online, active, and functional. In this example, the Speaker/Microphone is connected and functioning properly.

A red indicator means that the feature/component is offline, inactive, or requires attention. In this example, there are no headsets detected. Turn on a headset and pair one for this indicator to turn green.

A yellow indicator is a transitional state. In this example, the transceiver is scanning for available channels. Once an available channel is found, it turns green (this can take a few minutes).

A gray indicator means that no AC70 Smart Battery Charger is detected. Position the AC70 within 10 feet (3 m) of the base station for this indicator to turn green. Note: the AC70 can function independently (it does not require a base station connection to function).
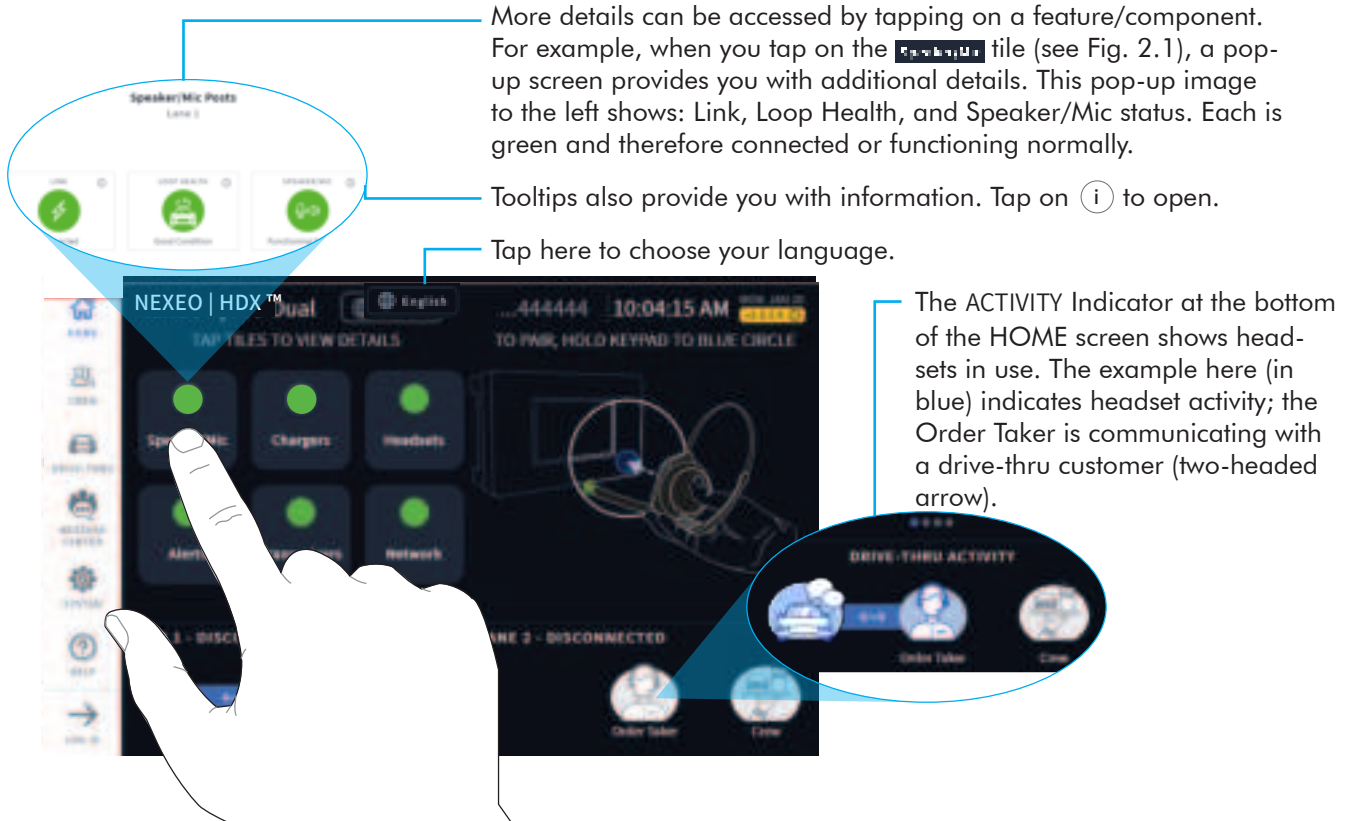
HOME SCREEN OVERVIEW

More details can be accessed by tapping on a feature/component. For example, when you tap on the ████████ tile (see Fig. 2.1), a pop-up screen provides you with additional details. This pop-up image to the left shows: Link, Loop Health, and Speaker/Mic status. Each is green and therefore connected or functioning normally.

Tooltips also provide you with information. Tap on (i) to open.

Tap here to choose your language.

The ACTIVITY Indicator at the bottom of the HOME screen shows headsets in use. The example here (in blue) indicates headset activity; the Order Taker is communicating with a drive-thru customer (two-headed arrow).

Fig. 2.1

MESSAGE CENTER OVERVIEW

SCHEDULE is where you can schedule when your messages play. Customize for day and time ranges.

Choose the AUDIO FILES tab to record or import a new message. **Note**: Audio recordings cannot exceed 15 seconds, and must be .wav format, 16 kHz, 16 bit single channel mono.

Clicking New Message opens another screen that walks you through choosing and scheduling a new message.

Clicking the More icon opens a pop-out list of options to edit the item associated with that row. The text in a disabled row is gray but turns white once the item is enabled (as shown in first message row of Fig. 2.2).
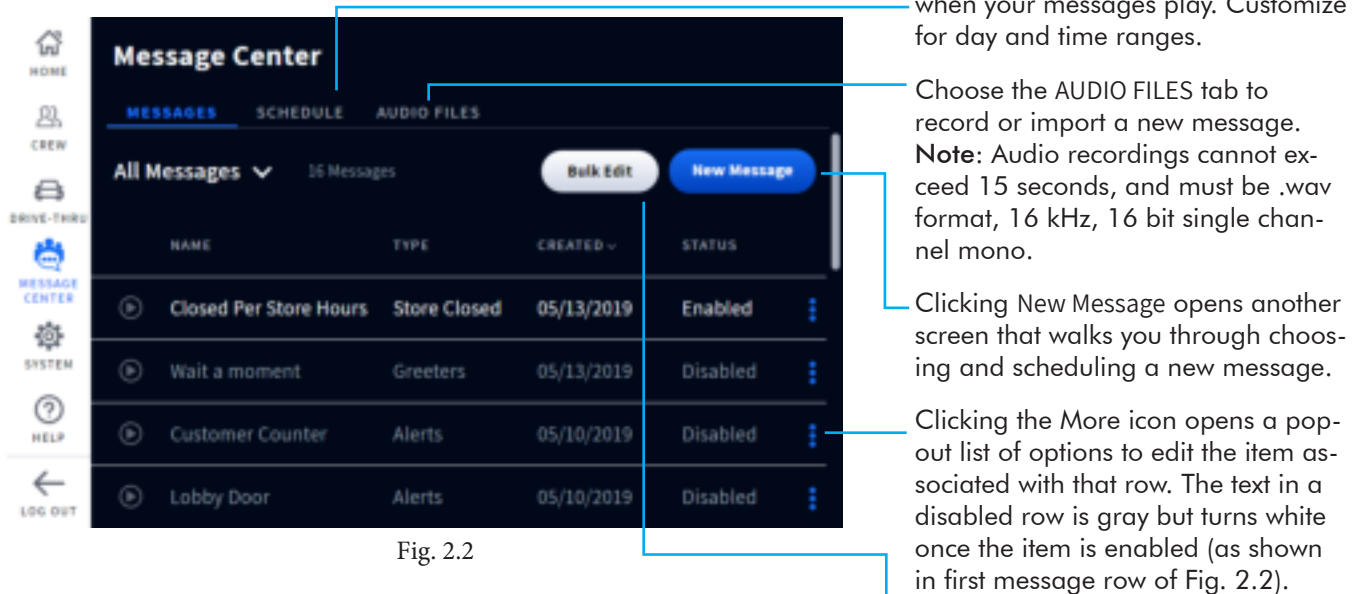
Fig. 2.2

The Message Center allows you to select a "Message Type" from a library of prerecorded messages and configure schedules for the message. You can also customize, record, or import your own audio files.

Note: The Message Center requires a four-digit PIN to access. The Store Manager receives this after installation. Record here: _____

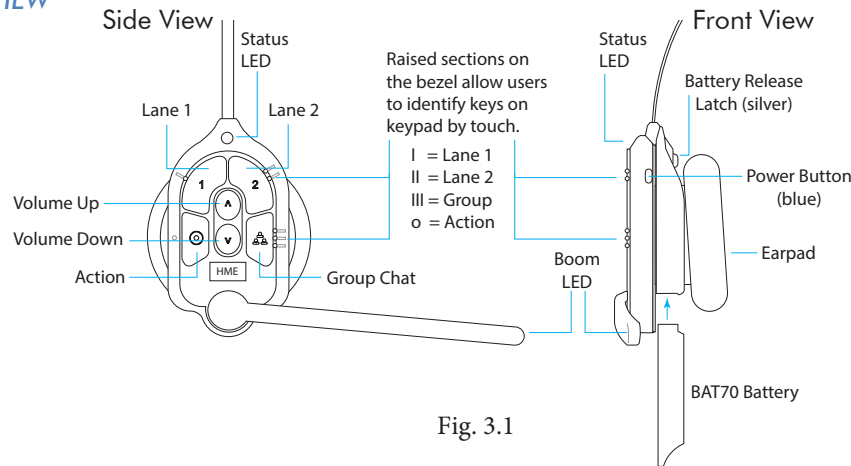Bulk Edit: Allows you to edit multiple messages all at once. Tap to open, then check the small boxes at the start of any message row. Choose an edit option from the drop-down list and "Yes" when prompted.

Side View

Status LED

Lane 1   Lane 2

Raised sections on the bezel allow users to identify keys on keypad by touch.

Volume Up

Volume Down

Action

Group Chat

I = Lane 1
II = Lane 2
III = Group
o = Action

Front View

Status LED

Battery Release Latch (silver)

Power Button (blue)

Earpad

Boom LED

BAT70 Battery

Fig. 3.1

Headset Keypad Reference Table

Icon	Label	Status LED	Boom LED	Status/Description
1	Lane 1	Green	Green	Tap to talk to lane 1. The Status LED flashes green while the Boom LED turns on solid green. Tap again to stop. The Status LED turns solid; the Boom LED turns off.
2	Lane 2	Red	Red	Tap to talk to lane 2. The Status LED flashes red while the Boom LED turns on solid red. Tap again to stop. The Status LED turns solid; the Boom LED turns off.
⋀	Volume Up			Tap to increase volume (the headset beeps become louder as confirmation). Press and hold to maximize volume to loudest.
⋁	Volume Down			Tap to decrease volume (the headset beeps become quieter as confirmation). Press and hold to minimize volume to quietest.
(group)	Group			Tap for group chat. Both Status and Boom LEDs flash quickly, alternating red & green. Tap again to stop. The Status LED changes to a solid yellow in listening only mode.
(action)	Action			If the headset is set to answer phone calls. Tap once to answer, tap again to end call. Press the 1 or 2 key twice to put the phone call on hold and talk to a respective lane. Press 1 or 2 once followed by the Action key to return to call. Press again to end call.

Notes: Both the Status and Boom LEDs flash slowly with alternating colors when the headset needs to be paired.
A flashing yellow Status LED indicates a low battery. The low battery Status LED is also accompanied by audio prompts.
Push-to-Talk mode: Press and hold any audio key (L1, L2 or Group Chat) to use in this mode (there is an audible single-tone confirmation). Release to cease communication and exit this mode (there is an audible two-tone confirmation).

Voice commands can be used instead of tapping the keypad but must first be enabled on the Base Station. To use voice commands, begin by saying "Ok NEXEO," then, once the Boom LED illuminates white, continue with a voice command, see table.
Note : Voice commands are not available with NEXEO | Core. To enable, please upgrade, go to HELP>SYSTEM TIERS or call us.

Headset Voice Command Reference Table

To:	Say:
Listen only to Lane 1	**Ok NEXEO, Lane 1**
Listen and Talk to Lane 1	**Ok NEXEO, talk to Lane 1** (or if in Lane 2: **Ok NEXEO, change lane**)
Listen only to Lane 2	**Ok NEXEO, Lane 2**
Listen and Talk to Lane 2	**Ok NEXEO, talk to Lane 2** (or if in Lane 1: **Ok NEXEO, change lane**)
Adjust Volume	**Ok NEXEO, volume up**, or **Ok NEXEO, volume down**. Or use "**Ok NEXEO, volume #**" (valid # range = 1 - 15, 0 is mute, 1 is the quietest, 15 is the loudest)
Initiate person-to-person call*	**Ok NEXEO, call** [**name of person**], E.g., Ok NEXEO, call Jane
Call a designated position/group*	**Ok NEXEO, call** [**name of position/group**], E.g., Ok NEXEO, call Front Counter

* Names must be listed in the Crew Profile directory, and position/groups must exist as a designated position in the Select Your Position dialog. The personal names used can be first names, last names, or full names (as listed in the Crew Profile directory).
For person-to-person or call position/group voice commands, you must use the ◎ button on the headset to end and exit this state to return to your previous status.

Pairing your Headset:

1. With a charged BAT70 battery installed, press the blue power button to turn on the headset. The headset LEDs turn on and flash slowly, alternating between green and red.
2. Hold the keypad side of the headset against the blue headset pairing ring on the base station. Pairing begins automatically once the headset is sensed. See Fig. 4.1.
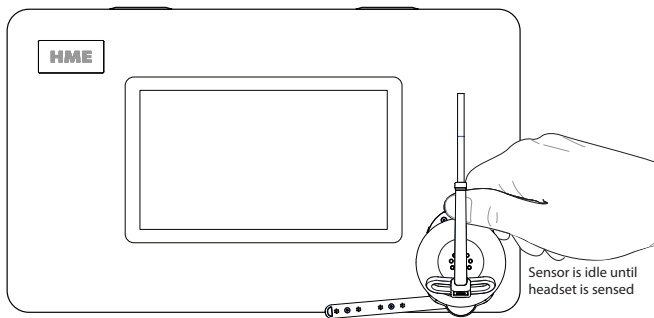3. When the headset pairing is successful, the

Sensor is idle until headset is sensed

Fig. 4.1

Note: If pairing fails (indicated by a Headset failed to pair! prompt onscreen), try again. Movement/distance from the pairing ring can cause pairing errors).

green and red LEDs stop alternating. The status LED turns solid green and the Base Station screen changes.

4. Select your name from the crew profile, or skip and continue as a guest. When the **Select Your Position** screen appears (see Fig. 4.2), tap on a tile to select your position. For the DRIVE-THRU position, you also have the option of Auto Hands-Free mode.

Select Your Position

CREW   FRONT COUNTER

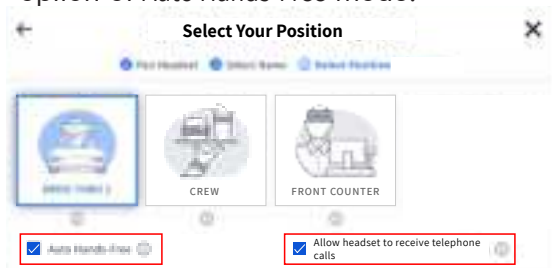☑ Auto Hands-Free   ☑ Allow headset to receive telephone calls

Fig. 4.2

When the "Auto Hands-Free" box is checked, you are automatically connected with customers when they arrive at the order point and then automatically disconnected when they leave. This feature is only available for one headset per drive-thru lane. The headset remains in this mode until the headset is taken out of use or powered off.

When the "Allow headset to receive telephone calls" box is checked, your headset can answer phone calls using the ◎ (Action) key. Only one headset can be designated to receive phone calls, and your system must have a TI7000 installed to use this feature.

5. Select Next, and this Success prompt appears. Tap OK to begin using your headset.


AC70 SMART BATTERY CHARGER OVERVIEW

Charging Ports (x4) on top

Storage Ports (x4) on sides

Status LEDs
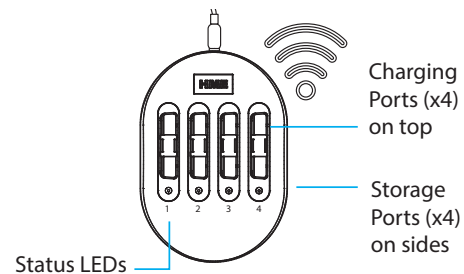
Note: The storage ports do not charge batteries.

Using the AC70 Smart Battery Charger:

1. Install the AC70 close to the base station (<10 ft (3 m)) and connect it to a power outlet.
   Note: The AC70 will still charge batteries outside of this range but without base station feedback.
2. Insert a BAT70 battery into the charging port to begin charging (new batteries must be charged). The Status LEDs on the AC70 indicate charge status (see AC70 LED Reference Table).
   Note: When within range, battery status is also provided via the base station HOME screen. Tap **Chargers** on the HOME screen to view status.

AC70 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 = Fault condition
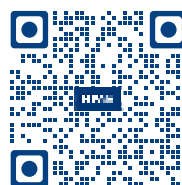
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https://www.hme.com/qsr/drive-thru-user-manuals/