



EOS|HD

Wireless Drive-Thru Headset System with HD Audio

Operation Instructions

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The Headset provides basic operating cues in Spanish and French, as follows. Refer also to the [Changing Languages](#) instructions on page 11.

Español

El auricular proporciona información que indica el estado del funcionamiento del mismo en español como es: Unidad #, Batería cargada, Batería semi-cargada, Batería baja, Línea uno, Línea dos, Fuera de alcance, Reemplazar batería y Auricular desactivado.

Para cambiar el idioma de la información que se escucha en el auricular de inglés a español, siga los siguientes pasos: - Oprima y mantenga presionado el botón “A1” y al botón para bajar el volumen “V” y el botón para encender el auricular al mismo tiempo, hasta que el auricular se encienda.

Français

Le casque fournit les sélections de fonctionnement fondamentales suivantes en français: Casque #, Fonction inactive, Batterie charge, Batterie demi-charge, Batterie basse-charge, Voie un, Voie deux, ‘hors d’entente, Remplace batterie et Casque inactive.

Pour changer les indications de l’anglais au français, appuyer et tenir le “A1” et le volume en bas “V” en même temps, tout en appuyant sur le bouton d’allumage.

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Illustrations in this publication are approximate representations of the actual equipment, and may not be exactly as the equipment appears.

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US Patent 7,920,539; 9,484,041 and 9,639,906

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the actual equipment, and may not be exactly as the equipment appears.

Important Safety and Usage Information

CAUTION: As would be the case with any audio device, such as headphones or a headset, that carries amplified sound to the ears, misuse of such a device or use at excessive volume levels may cause hearing impairment or loss of hearing. The following safety instructions must be followed when using the all-in-one headset transceiver. Failure to follow these safety instructions could result in injury.

Avoiding Hearing Damage: Permanent hearing loss may occur if the all-in-one headset transceiver is used at excessive volume levels. Turn on the all-in-one headset and check the volume prior to use. The audio volume may be adjusted by using the up / down arrow buttons on the all-in-one headset.

Prolonged use at excessive volume levels over time may sound normal but can be damaging to hearing. If you experience ringing in the ears or muffled speech sounds, discontinue use and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected.

The following precautions should be taken to protect your hearing:

- Limit the amount of time you use the all-in-one headset at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

1. INTRODUCTION

The **EOS HD Wireless Drive-thru Headset System** is designed to deliver a clear drive-thru conversation for Quick Service Restaurants (QSR) around the world.

The EOS Base Station and wireless headsets offer a clear conversation with customers in the drive-thru, as well as fellow store employees using the headset's B-Channel and a push of a button.

The **Push-to-Talk** feature is a basic headset operation that allows customer communication by holding a headset button to talk and listen. The headset button is released to disconnect (see below).

Hands Free headset modes allow Order Takers to communicate with customers as they would in a phone call by pressing a button once to talk to a customer at the menu. The headset automatically disconnects when the customer drives away.

The **Messaging System** allows store owners the option to record pre-programmed greetings to customers and detailed instructions and reminders to employees.

Full Duplex and Half Duplex Modes

Full Duplex:

In most Drive-Thru operations, a Menu board or Speaker Post consists of a Microphone to hear the customer talk and a Speaker so the customer can listen.

When your Base Station is configured in **Full Duplex** mode, the Microphone and Speaker can transmit audio at the same time like a telephone call. This is beneficial for increasing the ability to understand a customer and immediately respond without delay.

Half Duplex:

In this unique configuration, the Menu board or Speaker Post consists of only a single speaker.

This single speaker is used to both speak to and listen to the customer. But because there is only one speaker, the Order Taker can't speak and listen simultaneously as performed in **Full Duplex** mode.

Half Duplex works like a Walkie Talkie. To speak to the customer, press the headset **A button**. To listen to a customer, release the **A button**.

Full Duplex is the fastest and most efficient form of Base Station communication, but some circumstances may make it necessary to temporarily switch a base station to **Half Duplex** mode.

Should the microphone fail or be damaged, switching to **Half Duplex** allows the Order Taker to continue taking orders until the microphone is repaired or replaced.

2. EOS|HD EQUIPMENT

The EOS|HD is an audio system primarily for use at quick-service restaurants. The equipment shown below is standard with the EOS|HD. Optional equipment can be ordered from your local dealer.

NOTE:
Equipment quantities vary, depending on individual store needs at time of purchase.
Additional equipment can be ordered from the list below.



Base Station



Headset



Battery

OPTIONAL EQUIPMENT

Equipment	Model Number
Headset.	HS6200
Battery for Headset	BAT51
Headset Earmuff.	None
Headset Earpiece Cover (disposable)	None
Telephone Interface	TI6000
Vehicle Detector Board	VDB102
Vehicle Detector Board (with relay)	VDB102R
Vehicle Detector Loop (underground).	VDL100
Ceiling Speaker	MM100
Microphone.	DM5
Mode Switch (dual lane)	MS10
Remote Speed Team Switch.	SW2
Switcher Circuit Board	None
Antenna Coverage Extension Kit	EC10
Extended Coverage Antenna Kit	EC20
Remote Antenna Kit (with 6 ft / 1.83 meter cable).	ANT20-6
Remote Antenna Kit (with 30 ft / 9.14 meter cable).	ANT20-30



Battery Charger



Speaker



Microphone

Figure 1. Standard Equipment

Base Station

All functions of the drive-thru audio system are channeled through the base station. It is the electronic heart of the EOS|HD. External base station features are shown in **Figure 2**.

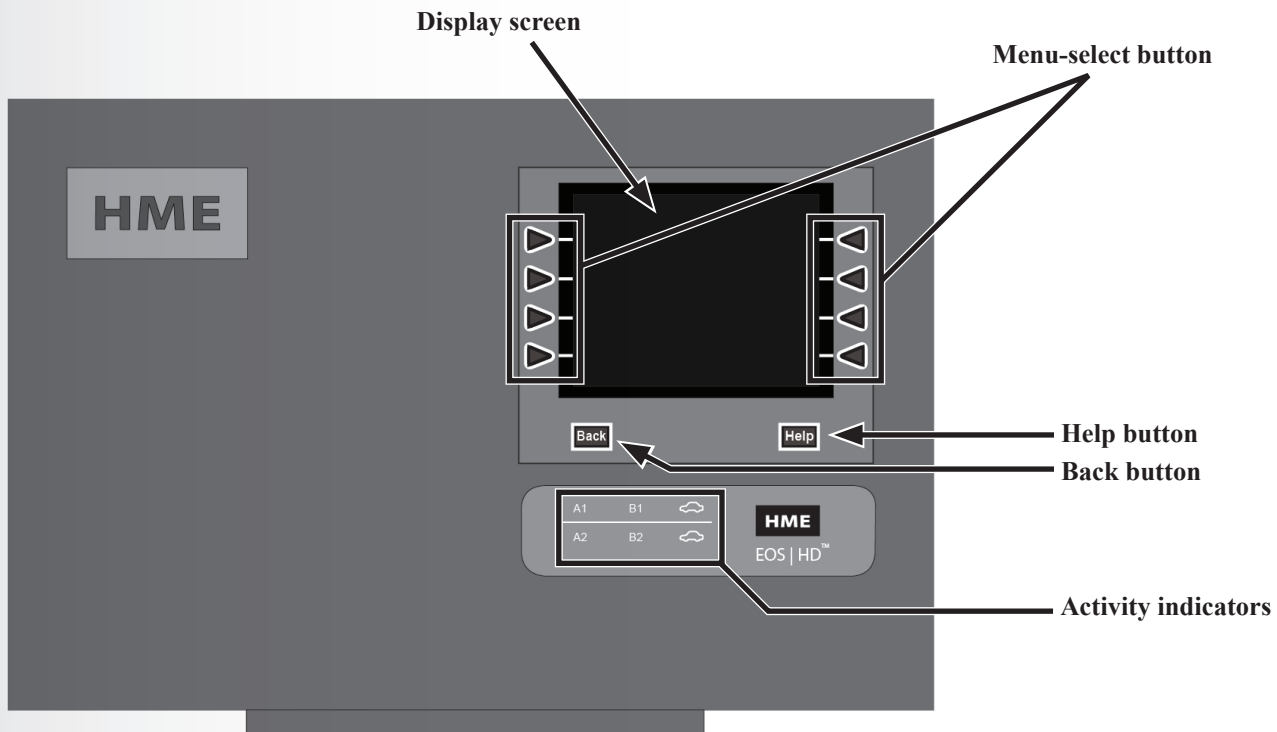
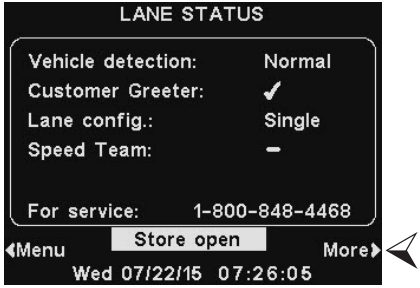
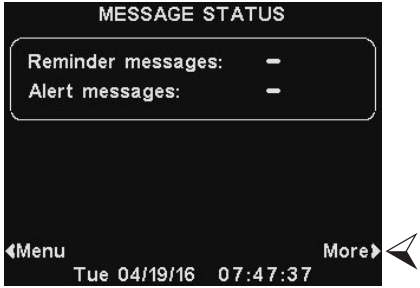
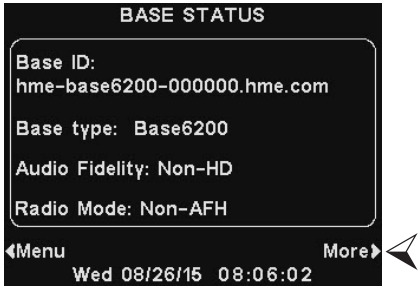
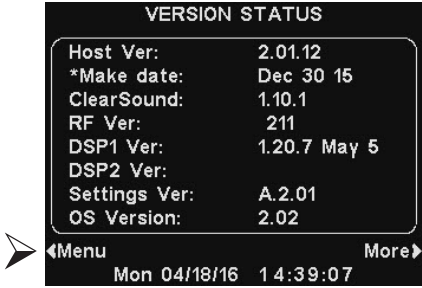


Figure 2. Base station front panel features

- The **Menu-select buttons** are used to select options from the menu system.
- The **Help button** offers information needed should problems occur with the EOS|HD.
- The **Back button** is used to return to the previous menu display, saving any settings changes made.
- The **Activity indicators** illuminate as follows:
 - **Lane 1 activity** (single or multiple-lane operations)
 - **A1** light activates when the **A button** is pushed on a Lane 1 headset.
 - **B1** lights activates when the **B button** is pushed on a Lane 1 headset.
 - The “car illustration” light activates when a car is present at the Lane 1 menu board.
 - **Lane 2 activity** (multiple-lane operations only)
 - **A2** activates when the **A button** is pushed on any Lane 2 headset.
 - **B2** activates when the **B button** is pushed on any Lane 2 headset.
 - The “car illustration” light activates when a car is present at the Lane 1 menu board.
- When both **cabinet latches** are pressed simultaneously, the cabinet can be opened by pulling forward and down.
- When pressed, the **reset switch** performs a base station soft restart. To depress the reset switch, push a small pointed object (such as paper clip) into the hole.

Base Station Display Screen

<p>1. The LANE STATUS display shows current, lane-related status information. It also lists the HME Technical Support toll-free phone number to call for service. The date and time are shown at the bottom of the screen.</p> <p>Press the More button at the bottom-right of the LANE STATUS display to view STATUS displays.</p>	
<p>2. To view additional system status displays, press the More button at the bottom-right.</p>	
<p>3. Continue to press More. The information on each STATUS display shows other base station information needed to operate the system on a network and identify its version data.</p>	
<p>4. To view the MAIN MENU and review all of the system's settings, press the Menu button at the bottom-left of any STATUS display.</p>	

Note: These instructions and the display screens shown are primarily for single-lane drive-thru operations.

In multiple-lane operations, the LANE STATUS display shows **Vehicle detection** for **L1** (Lane 1) and **L2** (Lane 2), and **Lane Config** shows the lane configuration setting. The **Dedicated** mode ✓ (on) or - (off) setting is also shown.

Headsets

Features and Controls

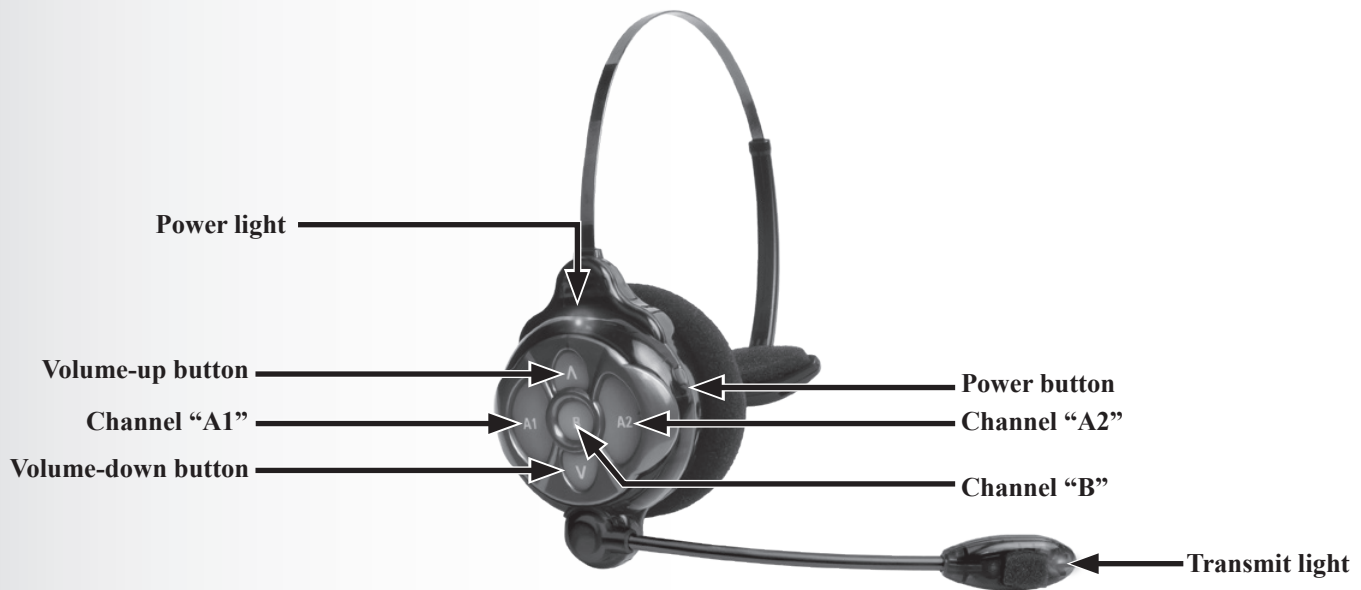


Figure 3. Headset controls

- **Power On** — Press and release the **Power button**. A voice prompt in the headset will say “Headset #, Battery Full/Half/Low, Lane #”. If the headset was previously registered, the green Power light will turn ON.
- **Power Off** — Press and hold the **Power button** for approximately 3 seconds. A voice prompt in the headset will say “Headset off,” and the power light will turn off.
- **Volume-Up or Down Adjustment** — Press and release the volume **▲** or **▼** button. Each time you press the button you will hear a beep in the earpiece as the volume increases or decreases.

When you reach maximum or minimum volume, you will hear a double beep. If you continue holding the volume **▲** or **▼** button, the beeps will continue until the button is released.

How to Wear the Headset

- Wear the headset with the microphone to the right or left side of your mouth.
- Adjust the headband and microphone boom as needed.

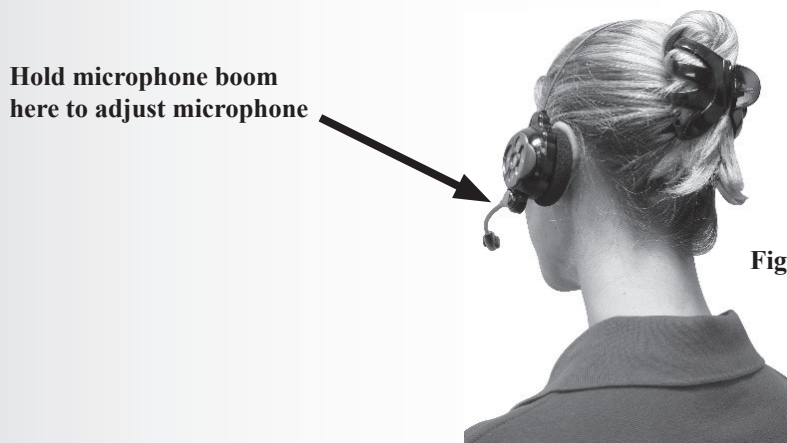
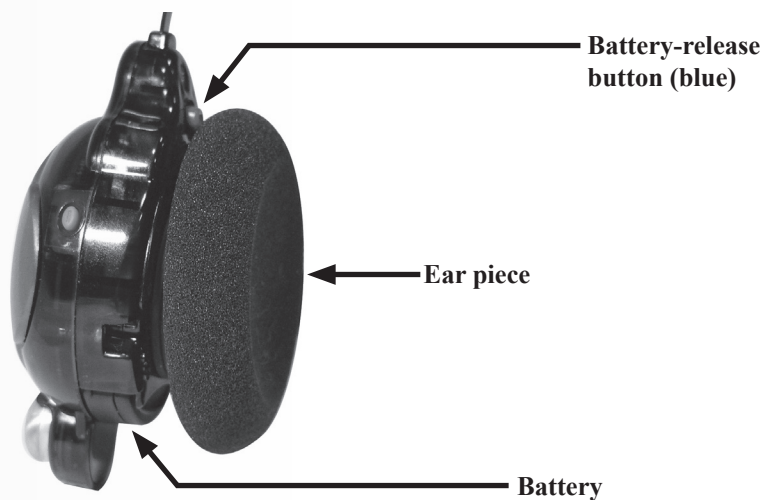


Figure 4. Correct wearing of the all-in-one headset



Battery Removal and Replacement

To change batteries:

When a battery becomes weak, a voice in the headset will say “Change battery.” When this happens, press the battery-release button and slide the battery out of the headset as shown in **Figure 7**.

To replace batteries:

When replacing a battery in the headset, place the end of the battery with the metal contacts into the headset, in the same position as the battery you removed. Press the battery carefully in until it snaps in place.

Recharge batteries according to the instructions on the [next page](#).

How to wear the Belt-Pac

- The headset can be worn with the microphone on either side of your head.
- Wear the headset with its cable behind your back and attach the clothing clips to your collar and shirt to keep the cable safely behind you, as shown in **Figure 5**.
- Hold the microphone boom at its base and adjust it so the microphone is near the side of your mouth.

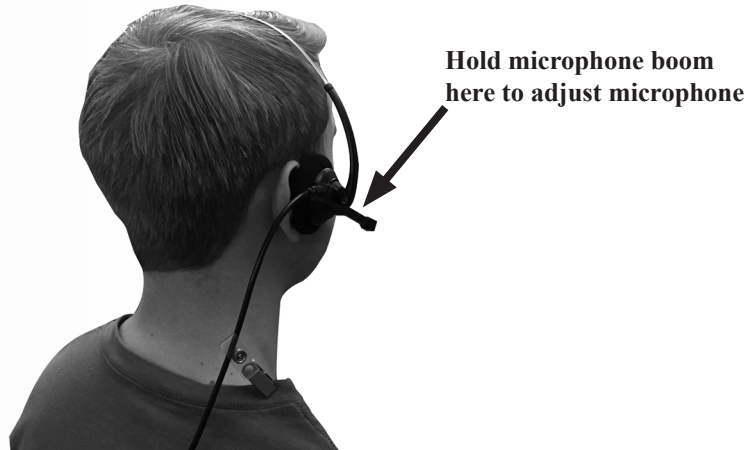


Figure 5. Correct wearing of the headset used with belt-pac

Battery Removal and Replacement

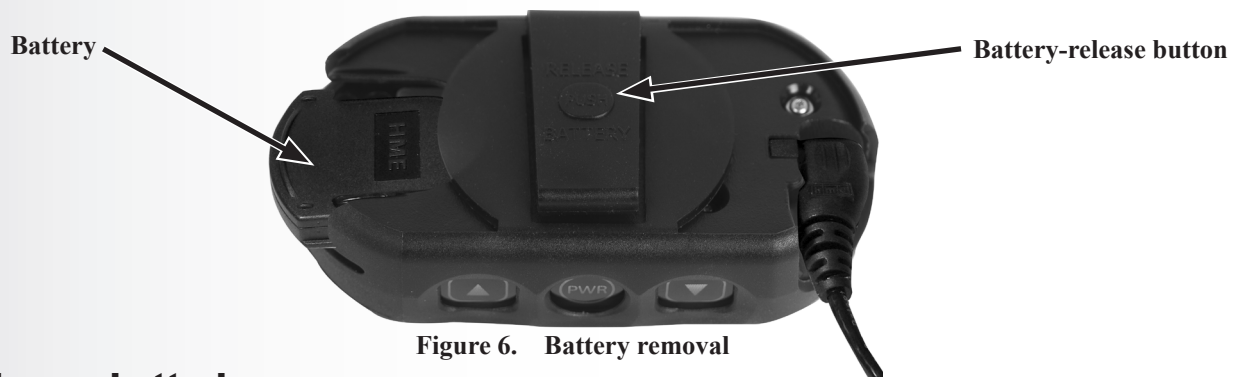


Figure 6. Battery removal

To change batteries:

If you hear “Battery low” or “Change battery”:

- Press the RELEASE BATTERY button on the belt clip of the pouch, and use your thumb to slide the battery from the belt-pac.
- Place the battery in the battery charger for recharging.
- Install a fully charged battery in the belt-pac.

Note: You do not need to remove the pouch to remove or insert the battery

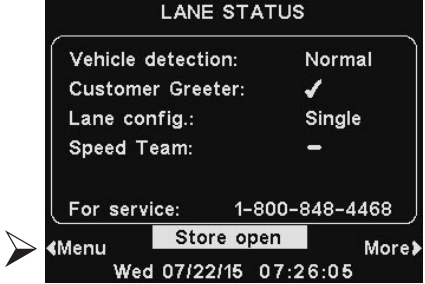
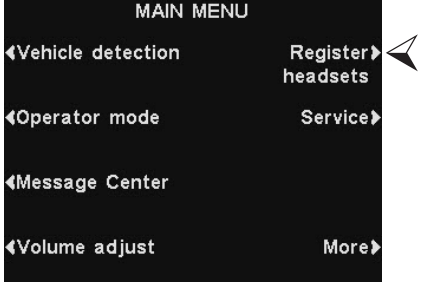
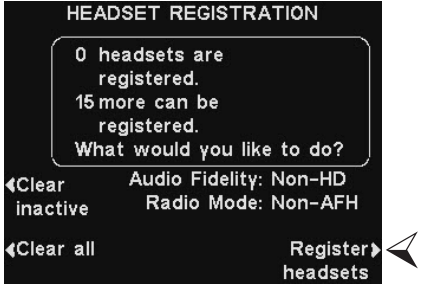

Headset Registration

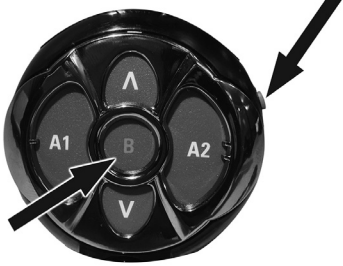


During installation of the EOS|HD, each headset was registered for use with the base station. After each headset is registered to a base station, that base station recognizes the headsets and differentiates between them and other electronic equipment operating on similar frequencies.

Up to 15 headsets can be registered to a base station. Replacement headsets must be registered before they can be used. When a headset is replaced, the replaced headset remains in memory. If the maximum number of 15 (in memory) is exceeded, you must clear some or all of the current registrations to free up memory and register the new headset (see [Clear Headset Registration](#), next page).

Register each headset as follows:

Headsets must be within 6 feet (1.83 meters) of the base station while being registered.

<p>1. Be certain all headsets to be registered are turned Off, and the base station power is On.</p> <p>On the base station LANE STATUS display, press the Menu button.</p>	
<p>2. From the MAIN MENU, press the Register headsets button.</p>	
<p>3. From the HEADSET REGISTRATION display, press the Register headsets button.</p>	
<p>4. If you are registering only one headset, press the Register single button.</p> <p>If you are registering more than one headset, press the Register multi button and continue registering each headset, one at a time.</p>	

<p>5. Activate Registration mode by pressing the B button and Power button (red) simultaneously. After power up, release the buttons.</p>	
<p>6. Registration process begins. When the headset has successfully registered, the ID number assigned to this Headset is displayed.</p> <p>ID numbers are assigned sequentially as 0 thru 9, A, B, C, D and E.</p>	
<p>7. Confirm that the power light on the registered headset displays a <u>steady green</u>.</p>	

When you have finished registering each headset, press the **Back button** repeatedly until you return to the MAIN MENU or LANE STATUS display.

If you have any problems registering headsets:

In the USA, call HME Customer Support at 1-800-848-4468.

Outside the USA, call your local HME representative for assistance.

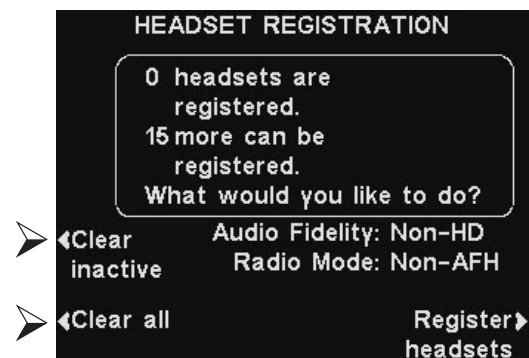
Clear Headset Registration

On the HEADSET REGISTRATION display, pressing the **Clear inactive button** will unregister only headsets that are turned off.

Pressing the **Clear all button** will unregister *all headsets* that are registered to the base station. The base station will automatically restart.

IMPORTANT: If the "Clear All" option is selected, NO headsets will operate until they are re-registered. It is best NOT to use this option during store business hours.

If you experience difficulties registering headsets: In the USA, call HME Technical Support at 1-800-848-4468. Outside the USA, call your local HME representative for assistance.



Battery Charger

Up to four batteries at a time can be charged. Charging time is approximately 2.5 hours. The battery status lights next to each charging port are explained below. Up to six fully charged batteries can be stored in the battery storage ports.

Procedure:

Insert batteries in the charging ports for charging. The batteries can only be inserted into the charging ports one way. If they do not slide in easily, turn them around. **DO NOT force them.** Push each battery down into a port until it snaps in place.



Figure 7. Battery inserted down into port

Battery Status Lights:

The battery status lights indicate the charging status, as shown on the battery status guide at the bottom of the battery charger front panel.

- A **YELLOW LIGHT** stays on steady next to each charging port while the port is empty.
- Insert a battery in one of the four charging ports until it clicks in place.
- A **RED LIGHT** will stay on next to a battery while it is charging.
- A **GREEN LIGHT** will go on next to a battery when it is fully charged.
- If a **YELLOW LIGHT** is on steady or a **YELLOW and RED LIGHT** is flashing next to a battery in a charging port, it means the charge failed (yellow/red flashing only occurs on battery chargers using the second Battery status guide label shown in Figure 8). If this happens:
 - Be sure the battery is pushed all the way into the port until it snaps into place to make contact.
 - Try charging it in a different port. If it charges this time, the first charging port may be defective. If the battery does not charge in the second port, replace it with another battery.
- Store up to four fully charged batteries in the storage ports.

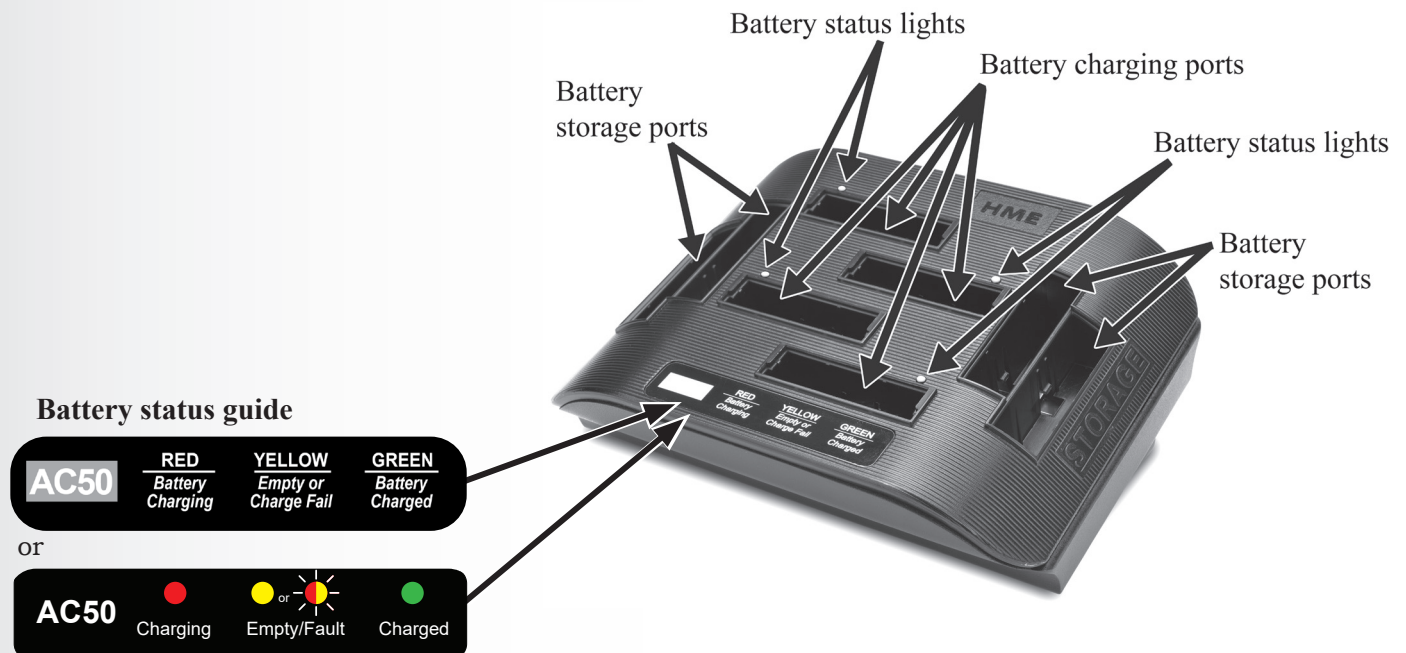


Figure 8. AC50 Features and Battery Status Guide

3. EOS|HD OPERATION

The EOS|HD can be operated in **Hands-Free** (HF), **Auto-Hands-Free** (AHF), **B-channel Hands-Free** (BHF) or **Push-To-Talk** (PTT) modes.

A [Full-duplex](#) system supports HF, AHF, BHF and PTT operation. In HF, AHF and BHF operation, communication can be transmitted and received at the same time, as in a normal telephone conversation.

In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru lane.

In the HF mode, transmission and reception are activated by touching and releasing the **A1** or **A2 button** on the headset.

In the PTT mode, the **A1** or **A2 button** must be pressed and held while the operator is talking to the customer. A [Half-duplex](#) system should only use the PTT mode, and the customer's voice will not be heard while the operator is pressing the **A1** or **A2 button**.

In single lane operations, when a customer arrives in the drive-thru lane, you will hear a single beep in the headset.

In dual-lane operations, when a customer arrives in a drive-thru lane, you will hear one beep in the headset for Lane 1 and two beeps for Lane 2.

In dual-lane operation, if you are communicating with a customer in one lane when another customer arrives in the other lane, you will hear a beep in the headset. When the customer leaves the speaker post in the lane you are connected to, the same beep will repeat in the headset every four seconds until you touch the **A1** or **A2 button** to communicate with the customer in the other lane.

In dual-lane operations, if you have a Mode Switch and it is set to "DEDICATED," you will only hear beeps in the headset when a customer arrives in the lane you are operating.

See [Full Duplex and Half Duplex Modes](#), pg. 1, for more information regarding **Full Duplex** and **Half Duplex**.

Changing Language of Headset Prompts

To change the language of the prompts heard in the headset, from English to Spanish/French and back to English, with the headset power off, press and hold the volume-down **V button** and the **A1 button** while you press the **Power button**. The language of the prompts heard in the headset will change when the power goes on. The headset will remember this setting.

Obtaining Headset Status

To obtain headset status, with its power off, press and hold the volume-down **V button** and the **A2 button** while you press the **Power button**. You will hear the status message in the headset earpiece when the power goes on.

Headset Communication Modes

Hands-Free (HF) Mode:

By default, this setting is ON for the **A1** (for Lane 1) and **A2 button** (for Lane 2). Press the **A1** or **A2 button** once to talk to a customer at the menu. Communication automatically disconnects when the customer drives away, or press the **A1** or **A2 button** to manually disconnect.

- Turn Mode ON: With the headset power OFF, simultaneously press and hold the **B button** and the **Up arrow** (Λ), and then press the **Power button**. Once the power is on, release **B** and (Λ).
- Turn Mode OFF: With the headset power OFF, simultaneously press and hold the **B button** and the **Down arrow** (V) while you press the **Power button**. Once the power is on, release **B** and (V).

A voice prompt in the headset will say “Headset #, Battery Full/Half/Low, A Hands Free On/Off, Lane #”.

- Headset alert tone(s) signals arrival at the speaker post or menu board (single beep for Lane 1, double beep for Lane 2).
- Use the **Λ** and down **V buttons** to adjust volume.
- Touch and release **A1** or **A2** to initiate or end communication.
- To change lanes (Dual-Lane operation), touch and release the corresponding **A button**.

Auto-Hands-Free (AHF) Mode:

By default, this setting is OFF. **Auto Hands Free** mode provides automatic headset connection between the Order Taker and the customer when the vehicle arrives at the menu. The headset will automatically disconnect when the customer drives away.

Only two headsets may be configured in Auto Hands Free mode (one headset exclusively for Lane 1 and the other for Lane 2).

Note: The AHF option must be enabled in the base Installer Setup before a headset can be configured. Once enabled, the base will automatically reset to initialize the setting and the first headset can be enabled in AHF. Auto Hands Free mode will not be saved when the headset is powered off.

- Turn Mode ON: With the headset powered off, press and hold the **A1 button** (for Lane 1) or **A2 button** (for Lane 2) and the **Up arrow** (Λ) and then press the **Power button**. Once the power is on, release **A1** or **A2** and (Λ).
- Turn Mode OFF: Simply turn the headset power OFF then back ON.

A voice prompt in the headset will say “Headset #, Battery Full/Half/Low, Auto Hands Free, Lane # On/Off, Lane #”.

- Headset alert tone(s) signals arrival at the speaker post or menu board (single beep for Lane 1, double beep for Lane 2).
- Use the **Λ** and down **V buttons** to adjust volume.
- Speak and listen to the customer without pressing any buttons.
- Touch and release **A1** or **A2** to initiate or end communication.

Note: In each lane, only one operator may use the auto-hands-free feature. If an operator attempts to configure a second headset, a “System busy” prompt will be heard. When operating in the AHF mode, changing lanes is not possible. If a headset is turned off while in the AHF mode, it will automatically be reset to the previous operating mode.

B-Channel Hands-Free (BHF) Mode:

By default, this setting is OFF for **B button**. Press the **B button** once to communicate with other headsets, remaining hands-free to perform other tasks. Press the **B button** to disconnect.

- **Turn Mode ON:** With the headset power OFF, simultaneously press and hold the **B button** and **A2** and then press the **Power button**. Once the power is on, release **B** and **A2**.
- **Turn Mode OFF:** With the headset power OFF, press and hold the **B button** and **A2** and then press the **Power button**. Once the power is on, release **B** and **A2**.

A voice prompt in the headset will say “Headset #, Battery Full/Half/Low, B Hands Free On/Off, Lane #”.

See [Internal Communication Modes](#), pg. 15, for more information on BHF mode.

Push-To-Talk (PTT) Mode

By default, this setting is OFF. Press and hold the **A button** to connect and speak to a customer. Release the **A button** to disconnect from the customer.

- **Turn mode ON:** With the headset power OFF, simultaneously press and hold the **B button** and the **Down arrow** (V) and then press the **Power button**. Once the power is on, release **B** and (V).
- **Turn mode OFF:** With the headset power OFF, simultaneously press and hold the **B button** and the **Up arrow** (Λ) while you press the **Power button**. Once the power is on, release **B** and (Λ).

A voice prompt in the headset will say “Headset #, Battery Full/Half/Low, A Hands Free On/Off, Lane #”.

- Headset alert tone(s) signals arrival at the speaker post or menu board (single beep for Lane 1, double beep for Lane 2).
- Use the **Λ** and down **V buttons** to adjust volume.
- Touch and hold the **A1 button** (Lane 1) or **A2 button** (Lane 2) to speak to a customer. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).

See [Full Duplex and Half Duplex Modes](#), pg. 1, for more details on Duplex Modes.

Note: If you have an optional **MS10 Mode Switch**, placing the switch in the Non-Dedicated position allows operators to hear alert tones when a customer arrives in either lane. Placing the switch in the Dedicated position allows an operator for either lane to hear only alert tones for customers arriving in his/her own lane.

If you do not have an MS10 Mode Switch, use the base station menus to change modes. The OPERATOR MODE display on the base station must have the [Dedicated Mode](#) (pg. 17) set to **Ext** to use an MS10.

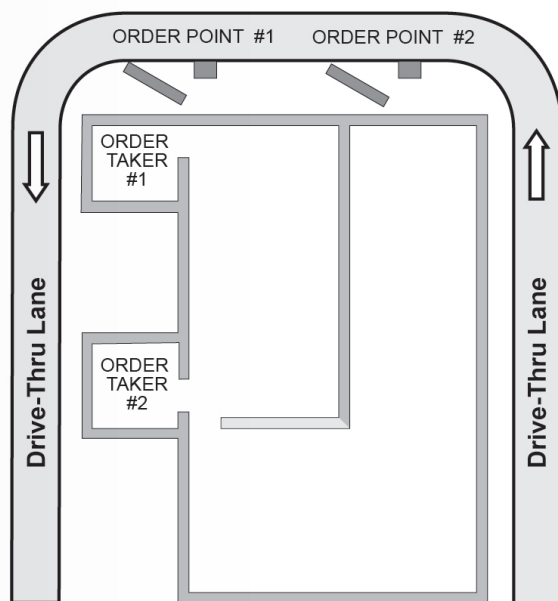


Figure 9. Typical tandem drive-thru

Tandem Operation

In Tandem operation, customers at Order Point #1 are served by Order Taker #1, and customers at Order Point #2 are served by Order Taker #2.

If a customer arrives at Order Point #2 when there is no customer at Order Point #1, a “Please pull forward” message will automatically be played from the Speaker Post or Menu Board #2.

When a customer arrives at Order Point #1, Order Taker #1 will be alerted.

If a customer arrives at Order Point #2 when there is already a customer at Order Point #1, Order Taker #2 will be alerted.

Note: If you want to change the pre-recorded “Please pull forward” message, see [Message Center Operation](#), pg. 18.

CAUTION: In tandem operation, if Order Taker #2’s headset is set in the Auto Hands-Free mode, the “Please pull forward” message will not be played at Order Point #2. If necessary, Order Taker #2 will have to ask the customer at Order Point #2 to pull forward.

Internal Communication

If you're using the BHF Mode, the B channel remains open for hands-free communication among crew members. See [Headset Communication Modes](#), pg. 12, for more information on BHF mode.

If you're NOT using the BHF mode, press and hold the **B button** to communicate internally with other headset operators, then release.

In single-lane operations, up to four operators can have conference-call type communication by pressing and holding their **B button**. They will hear each other without interference.

Dual-lane Communication (Split B/Combined B)

In dual-lane operation, up to three operators can have conference-call type communication by all pressing and holding their **B buttons**. They will hear each other without interference.

If a car arrives in a lane while internal communication is taking place, priority will be given to the respective **A channel** for customer communication. This reduces the number of internal communication channels available.

Split B/Combined B is a feature that is only available when using a Dual Lane base station (Dual/Y and Tandem configurations) or a single lane base station configured in Single/A2.

In standard Dual Lane operation, a store has two lanes. Order Takers hear and talk using a headset's **A1 button** (exclusively for Lane 1) or **A2 button** (exclusively for Lane 2).

Split B and **Combined B** are options that allow you to choose whether headsets on one or both lanes should hear the "B" audio.

Note: The **Split B** option was configured from the INSTALLER SETUP menu during the system installation process. Access to this menu is protected by an Installer Password that is only available to the installer or other HME-authorized personnel.

Contact **HME Technical Support** at **800-848-4468** for assistance with the **Split B** setting.

If you are instructed to enter a password, see [Password Access Control of EOS|HD Menus](#), pg. 65, for instructions.

Speed-Team Operation

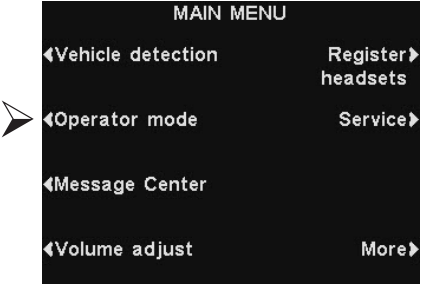
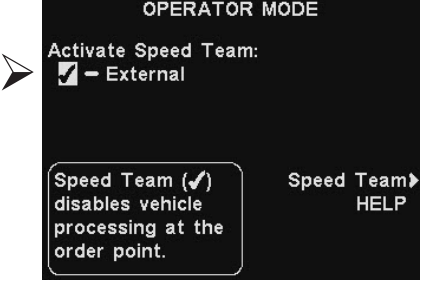
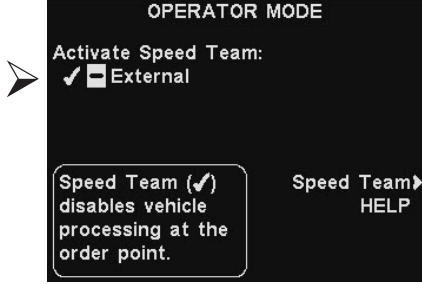
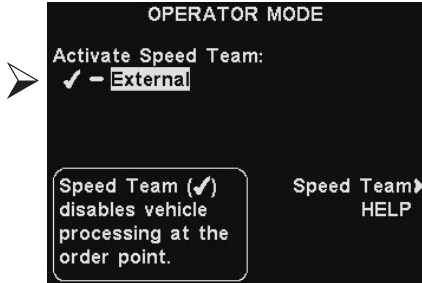
The Operator Mode provides a **Speed Team** setting. In Speed Team operation, audio and vehicle detection are disabled at the order point.

Speed team operation is used during high-volume times. To “Speed” up the ordering process during these high volume situations, one or more order takers (the “Team”) wearing headsets will take orders directly from each car in line and relay the orders to the in-store staff to prepare orders.

When Speed Team is enabled, all audio (Inbound/Outbound) from the speaker post is shut off and all Vehicle arrival tones are disabled.

Note: Speed teams are only used in single or dual-lanes, not in tandem drive-thrus.

CAUTION: During Speed Team, many base station functions will be disabled. Vehicle arrival tones and the customer’s voice will not be heard in the headset.

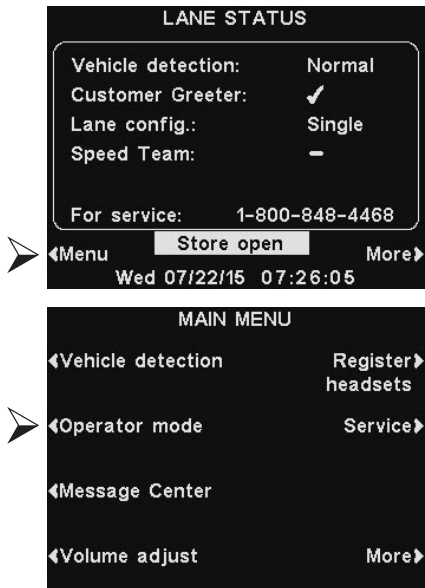
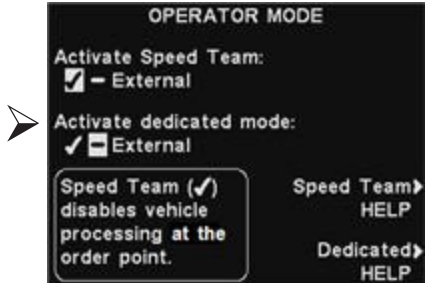

<p>1. To start speed-team operation, press the Menu button on the base station LANE STATUS display, and then press the Operator mode button on the MAIN MENU display.</p>	
<p>2. On the OPERATOR MODE display, press the Activate Speed Team button to select ✓ (on).</p>	
<p>3. To return to normal operation, return to the OPERATOR MODE display and press the Activate Speed Team button to select - (off).</p>	
<p>4. Select External only if speed team will be activated from a remote switch connected to the base station</p> <p>Note: In multiple-lane operations, the Activate dedicated mode option will also appear on the OPERATOR MODE display (see Dedicated mode, pg. 17).</p>	

Dedicated Mode

Dedicated mode is designed to allow order takers to focus exclusively on one lane. It is a feature that is only applicable with a *Dual Lane* base or a single lane base configured in Single/A2. When a car arrives in a lane, one tone is heard for Lane 1 and two tones for Lane 2.

With **Dedicated mode** enabled, order takers will only hear the car arrival tone for *their* lane. Order takers working Lane 1 will hear a single tone when a car arrives, dedicated to Lane 1 headsets only. Order takers working Lane 2 will hear two tones when a car arrives, dedicated to Lane 2 headsets only.

To enable **Dedicated mode**:

<p>1. Select Menu on the LANE STATUS display and then select Operator mode on the MAIN MENU.</p>	 <p>The first screenshot shows the 'LANE STATUS' display with fields for Vehicle detection (Normal), Customer Greeter (checked), Lane config. (Single), and Speed Team (-). Below these is 'For service: 1-800-848-4468' and a 'Store open' button. The second screenshot shows the 'MAIN MENU' with options: Vehicle detection, Register headsets, Operator mode (selected), Service, Message Center, Volume adjust, and More.</p>
<p>2. On the OPERATOR MODE display, press the Activate dedicated mode button to select ✓ (on).</p>	 <p>The screenshot shows the 'OPERATOR MODE' display with 'Activate Speed Team' set to '- External' and 'Activate dedicated mode' set to '✓ External'. A callout box explains: 'Speed Team (✓) disables vehicle processing at the order point.' To the right are buttons for 'Speed Team HELP' and 'Dedicated HELP'.</p>
<p>3. When you want to return to normal operation, you must select - (off).</p> <p>If needed, press the Dedicated HELP button for additional information.</p>	 <p>The first screenshot is identical to the previous one. The second screenshot shows the 'OPERATOR MODE HELP' screen, which explains: 'Speed Team mode disables audio and vehicle detection from the order point. Press the Activate Speed Team button to turn this mode On (✓), Off (-), or Ext (to use an external switch for selection).' A callout points to the 'Dedicated HELP' button in the previous screenshot.</p>

Message Center Operation

The Message Center is a central point where messages are configured to be triggered by various events during designated time periods. Messages can be sent to customers at the speaker post or to crew members via headset or ceiling speakers.

Some messages are pre-named and pre-recorded, and all messages can be edited and/or re-recorded to meet specific requirements.

There are three types of messages: *Customer Greeter*, *Reminder* and *Alert* messages. The table on the next page displays the names and contents of factory preset messages, followed by detailed instructions of how to set up your Message Center.

Note: Before continuing, it is important to consider all possible time periods that Message Center messages need to be played in the store. Up to 12 time periods can be configured. When you have determined all of the time periods needed, go to the **Schedule Times** section of these instructions to set up the time periods for the store before continuing with the Message Center setup. The current time and date and store open and close times should also be set before other Message Center setups.

Customer Greeter messages

Customer Greeter messages are played when a customer arrives at the speaker post. They are typically used to greet customers and inform them of promotional items. Customer Greeter messages are pre-named but not pre-recorded, with the following exceptions: the **Store Closed** message and **Pull Forward** message (tandem drive-thrus only). All Customer Greeter messages can be renamed and recorded or re-recorded to meet store needs.

Reminder messages *

Reminder messages are heard in crew member headsets or ceiling speakers regarding daily tasks. Reminder messages are configured to play during scheduled time periods. There are 12 pre-named and pre-recorded Reminder messages that can be named and recorded to meet store needs. There are also three “Empty” messages that can be named and recorded as needed. Reminder messages can be sent to all crew members or targeted to specific headsets. If you require more than the three “Empty” message slots available for the **Reminder Messages** option, you can add more “Empty” slots from the Alert Messages using the **Set Extra Reminders** option (see [page 35](#)).

Alert messages *

- Alert messages (audio) are sent to crew members via headset or ceiling speakers to report a situation that requires attention, such as a door being left open or a customer arriving in the store. Alert messages heard by all crew members or targeted to specific headsets. There are six messages that can be triggered by switched inputs (relay contacts) and 14 messages that can be triggered by Network commands.
- Alert messages (email) can also be configured to send to designated email recipients.

* Reminder and Alert Messages can be assigned a **Low** or **High Priority**.

Low Priority – Low Priority messages will be interrupted during play if a car arrives at the speaker post or if a crew member presses the **A** or **B button**. Interrupted Low Priority messages will not play again until the next trigger event occurs.

High Priority – High Priority messages will be interrupted when a crew member presses the **A** or **B button**. Following the interruption, the message will play again.

MESSAGE CENTER MESSAGES		
CUSTOMER GREETER	NAME	CONTENT
	All Day 1	Not pre-recorded
	All Day 2	
	Breakfast 1	
	Breakfast 2	
	Lunch 1	
	Lunch 2	
	Snack 1	
	Snack 2	
	Dinner 1	
	Dinner 2	
	Store Closed	Thank you for your visit, but we are currently closed. Please visit us again during our normal business hours.
	Pull Forward *	Hello, please pull forward to the next speaker. Thanks. * (Tandem drive-thru only)
REMINDER	Hand Washing	Please wash your hands.
	Sanitizer	Please change sanitizer solution.
	DR Trash	Please check the dining room trash.
	HACCP	Please complete the HACCP shift checklist.
	Quality Check	Please complete the shift quality check.
	Lot Check	Please complete a parking lot check.
	Restroom Check	Please check the restrooms.
	Pre-Rush	Please complete the pre-rush tasks for your workstation.
	Post-Rush	Please complete the post-rush tasks for your workstation.
	Headset Status	To check headset status, press and hold A2 and volume down while turning on the power.
	Change Language	To change headset prompt language, press and hold A1 and volume down while turning on the power.
	Hands Free ON	To turn headset hands free mode on, press and hold B and volume up while turning on the power.
	Empty 1-3	Not pre-recorded.

ALERT	NAME	EVENT	CONTENT
	Freezer Door	S1	The freezer door has been left open.
	Cooler Door	S2	The cooler door has been left open.
	Back Door	S3	The back door has been left open.
	Lobby Door	S4	A guest has entered the lobby.
	Empty	S5	Not pre-recorded.
	Empty	S6	
	Empty	N1 – N14	

Customer Greeter messages are triggered by vehicle arrivals at the drive-thru during scheduled times for those messages to play.

Reminder messages are triggered by time and day only.

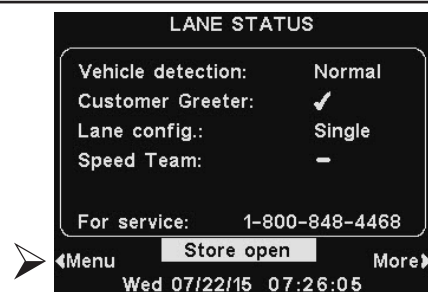
Alert messages are triggered by input signals, time and day or Network events.

In the **EVENT** column:
S# refers to a switch-triggered alert.

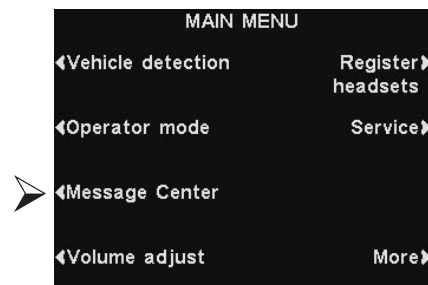
N# refers to a Network-triggered alert.

Customer Greeter Message Settings

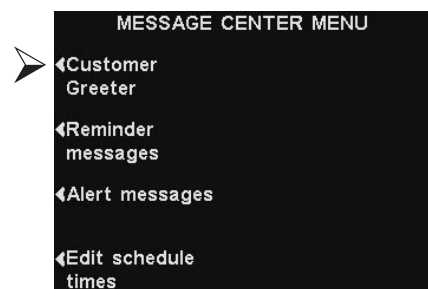
1. To set the time and locations for Customer Greeter messages, or to name and record Customer Greeter messages, press the **Menu button** on the LANE STATUS display.



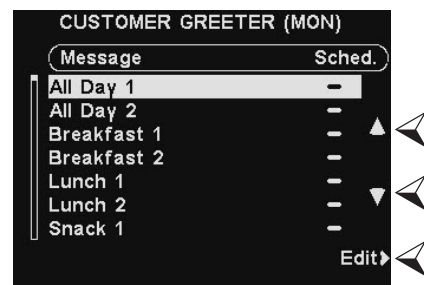
2. On the MAIN MENU, press the **Message Center button**.



3. On the MESSAGE CENTER MENU, press the **Customer Greeter button**.



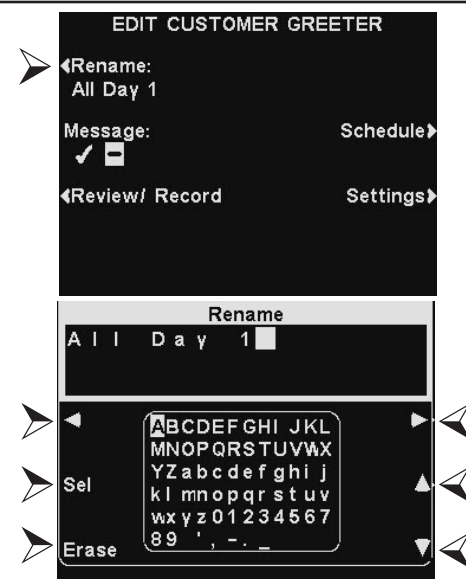
4. On the CUSTOMER GREETER display, press the ▲(up) or ▼(down) **button** to highlight the desired message. Press the **Edit button** to access editing options.



5. Edit the name (optional) of the selected message by pressing the **Rename button** on the EDIT CUSTOMER GREETER display.

On the **Rename display**, use the **Erase button** to clear characters in the current name. Use the ◀, ▶, ▲ and ▼ **buttons** to move the highlight to a character. Use the **Sel (select) button** to insert each highlighted character in the name field.

When you are finished, press the **Back button** to save the new name.



6. Enable or disable the selected message by pressing the **Message button** on the EDIT CUSTOMER GREETER display and highlight ✓ (on) or – (off).

Press the **Back button** to save the setting.



Review or Record Message

1. Review the existing selected message, or record a new message by pressing the **Review/Record button** on the EDIT CUSTOMER GREETER display.

Note: Reviewed messages are played to a specific headset to avoid interfering with lane operations.



2. To listen to the existing message, press the **Review button** on the REVIEW/RECORD MESSAGE display.

Follow instructions listed under READY TO REVIEW.

Press and hold the headset **B button** to play the message.



3. To record a new message, press the **Record button** on the REVIEW/RECORD MESSAGE display.



4. Follow the instructions listed under READY TO RECORD. Message can be recorded up 10 seconds long. The Progress indicator will display time remaining.

When you finish recording, release the headset **B button** and press the **Review button**.

Follow the instructions listed under READY TO REVIEW to confirm a successful recording.



Message Schedule

1. To choose the schedule for the selected message, press the **Schedule button** on the EDIT CUSTOMER GREETER display.

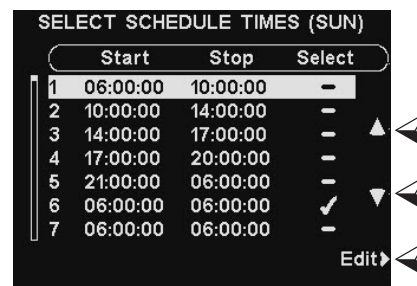


2. On the SCHEDULE CUSTOMER GREETER display, press the button for the day you want the selected message to be played.



3. On the SELECT SCHEDULE TIMES display, select the time period when you want the selected message to play by pressing the ▲(up) and ▼(down) **buttons** to scroll through the 12 available time periods.

When the desired time period is highlighted, press the **Edit button**.




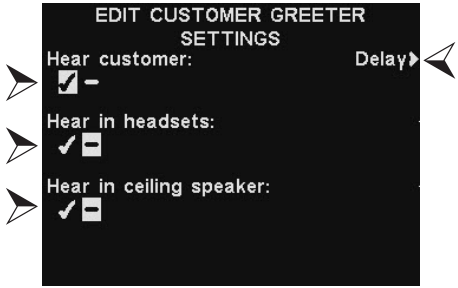
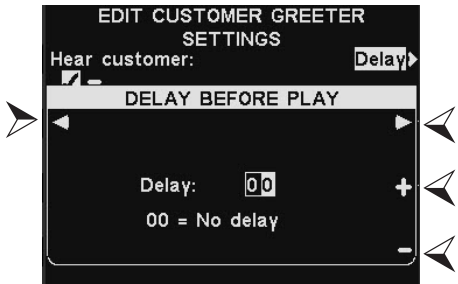
4. On the EDIT display, press the **Scheduled button** to turn the message ✓ (on) or - (off) for the selected time period.

If you want the message to be on or off during this time period every day, press the **Apply to all days? button** to select **Yes** or **No**. If **No** is chosen, only the selected day will be affected by this change.

Press the **Back button** to save this setting.



Message Playback Settings

<p>1. To select after Customer Greeter playback options, press the Settings button on the EDIT CUSTOMER GREETER display.</p> <p>If you select Hear customer: ✓ (on), you will hear the customer's voice and the Customer Greeter message in your headset.</p> <p>If you select Hear customer: – (off), you will not hear the customer's voice until the Customer Greeter message has finished playing.</p>	
<p>2. On the EDIT CUSTOMER GREETER SETTINGS display, press the button corresponding to the location where you would like the selected Customer Greeter message to be heard or not heard, to highlight ✓ (on) or – (off).</p>	
<p>3. If you would like a delay to occur before the Customer Greeter message plays, select Delay on the EDIT CUSTOMER GREETER SETTINGS display.</p> <p>On the DELAY BEFORE PLAY display, use the + and – buttons to change the number in the highlighted box, and use the ◀ or ▶ button to move the highlight to the opposite position.</p> <p>When you are finished, press the Back button to save the setting.</p>	

Note: Customer Greeter messages are always directed to the drive-thru speaker. For the message to be heard at the drive-thru speaker, the outbound Customer Greeter volume must be adjusted, and then checked at the speaker post.

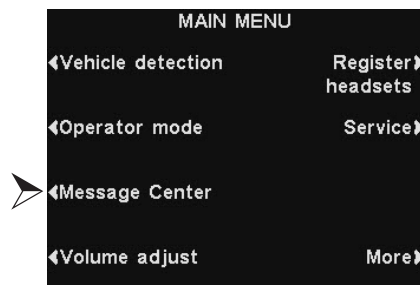
For multiple-lane operations, see [Dual Lane Message Center Settings](#), pg. 37.

Reminder Message Settings

1. To set up the time periods and locations for Reminder messages to be played, or to name or record Reminder messages, press the **Menu** button on the base station LANE STATUS display.



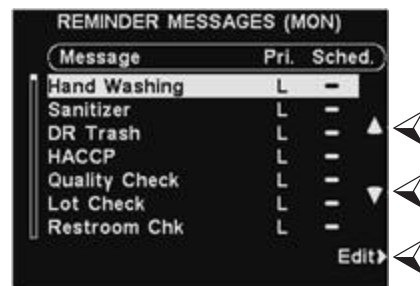
2. On the MAIN MENU press the **Message Center** button.



3. On the MESSAGE CENTER MENU, press the **Reminder messages** button.



4. To select a message on the REMINDER MESSAGES display, press the ▲(up) or ▼(down) button to highlight the desired message and then press the **Edit** button.



5. To change the name of the selected message, press the **Rename** button on the EDIT REMINDER MESSAGE display.

On the **Rename** display, use the **Erase** button to clear characters in the current name to change them. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character you would like to use in the name.

Use the **Sel** (select) button to enter the highlighted character in the name.

When you are finished, press the **Back** button to save the new name.



6. To turn the selected message on or off, press the **Message button** on the EDIT REMINDER MESSAGE display to highlight either ✓ (on) or – (off).

Press the **Back button** to save this setting.



Review or Record Message

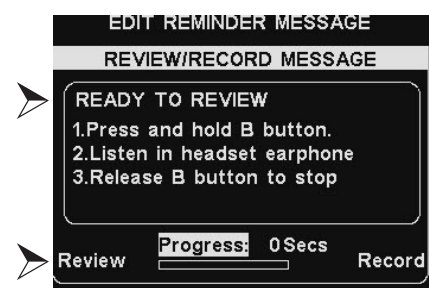
1. To review the existing selected message, or to record a new message, press the **Review/Record button** on the EDIT REMINDER MESSAGE display.

Note: Reviewed messages are played to a specific headset to avoid interfering with lane operations.



2. To listen to the existing message, press the **Review button** on the REVIEW/RECORD MESSAGE display.

Follow instructions listed under READY TO REVIEW. Press and hold the headset **B button** to play the message.



3. To record a new message, press the **Record button** on the REVIEW/RECORD MESSAGE display.



4. Follow the instructions under READY TO RECORD on the display. You can record a message up to 10 seconds long while you are pressing and holding the headset **B button**. The Progress indicator will show you how much time you have left.

When you finish recording, release the headset **B button** and press the **Review button** on the display, and follow the instructions under READY TO REVIEW to confirm a successful recording.

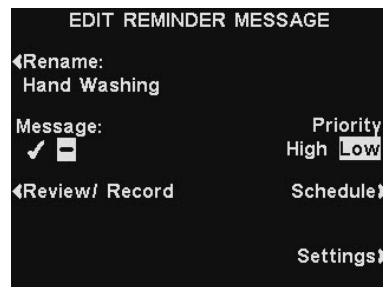


Message Priority

Reminder messages can be assigned a high or low priority. To set message priority, press the **Priority button** on the EDIT REMINDER MESSAGE display to highlight either **High** or **Low**. Press the **Back button** to save the setting.

Note: If the priority is set **Low**, the message may play to completion or be terminated by either an **A** or **B button** being pressed on any headset, or by a car arrival on a given lane.

If the priority is set **High**, the message will play to completion. If a high priority message is interrupted by an **A** or **B button** being pressed on any headset for a given lane, it will retry until it is able to play to completion.



Message Schedule

1. To choose the schedule for the selected message, press the **Schedule button** on the EDIT REMINDER MESSAGE display.



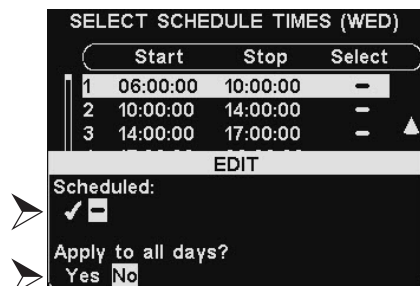
2. On the SELECT SCHEDULE TIMES display, select the time period(s) when you want the selected message to play by pressing the **▲(up)** and **▼(down) buttons** to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit button**.

Note: Reminder messages are triggered to play at the beginning of their selected schedule time period(s).

On the **EDIT** display, press the **Scheduled button** to turn the message **✓ (on)** or **- (off)** for the selected time period.

If you want the message to be on or off during this time period every day, press the **Apply to all days? button** to select **Yes** or **No**. If **No** is selected, only the selected day will be affected by this change.

Press the **Back button** to save this setting.



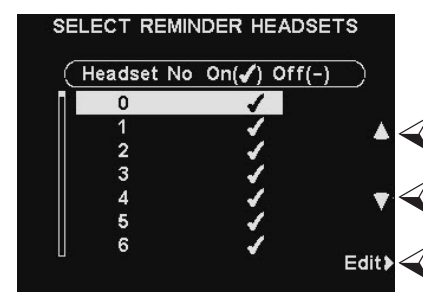
Message Playback Settings

1. To choose where the selected Reminder message will be heard, press the **Settings button** on the EDIT REMINDER MESSAGE display.

Then, press the **Headsets button** on the EDIT REMINDER SETTINGS display.



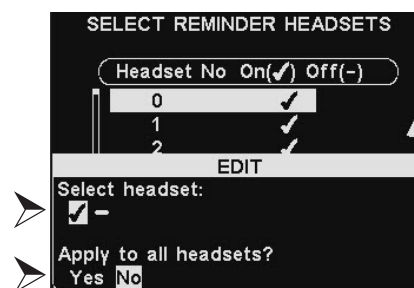
2. On the SELECT REMINDER HEADSETS display, use the ▲(up) or ▼(down) **buttons** to highlight the headset registration number for the headset you would like to omit or include receiving the selected Reminder message, and then press the **Edit button**.



3. To select/deselect the headset, press the **Select headset button** on the **EDIT** display to highlight ✓ (on) or - (off).

To select/ deselect all headsets, press the **Apply to all headsets? button** to highlight **Yes** or **No**.

Press the **Back button** to save this setting.



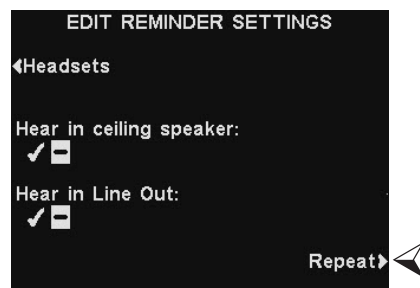
4. To have the selected Reminder message heard or not heard in the ceiling speaker(s), press the **Hear in ceiling speaker button** to highlight ✓ (on) or - (off).

To have the selected Reminder message heard or not heard in the line out(s), press the **Hear in Line Out button** to highlight ✓ (on) or - (off).



Note: After selecting ✓ (on) to hear the message in the ceiling speaker or Line Out, be certain their volume is set high enough for the message to be heard. To do this, return to the MAIN MENU and select **Volume adjust** to make the necessary adjustments.

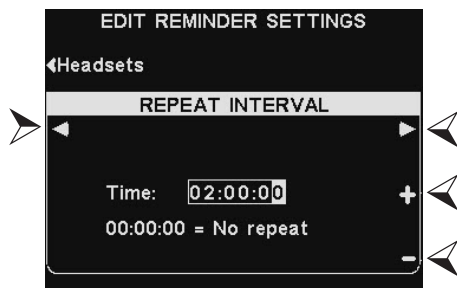
5. To have the Reminder message play repeatedly at selected intervals, press the **Repeat button** on the EDIT REMINDER SETTINGS display.



6. On the REPEAT INTERVAL display, use the ◀ or ▶ **button** to move the highlight left or right for hours, minutes or seconds (HH:MM:SS) in the Time field, and use the + and - **buttons** to change the number in the highlighted box.

Setting the repeat interval to all 0's disables repeats.

Press the **Back button** to save this setting.



Alert Message Settings

<div><p>1. To set up the time periods and locations for Alert messages to be played, or to name and/or record Alert messages, press the Menu button on the base station LANE STATUS display.</p><p>On the MAIN MENU press the Message Center button.</p></div>	<div><div><div>LANE STATUS</div><div><div>Vehicle detection:Normal</div><div>Customer Greeter:✓</div><div>Lane config.:Single</div><div>Speed Team:-</div><div>For service:1-800-848-4468</div></div><div>MenuStore openMore</div><div>Wed 07/22/15 07:26:05</div></div><div><div>MAIN MENU</div><div><div>Vehicle detectionRegister headsets</div><div>Operator modeService</div><div>Message Center</div><div>Volume adjustMore</div></div></div></div>																																
<div><p>2. Press the Alert messages button on the MESSAGE CENTER MENU.</p></div>	<div><div>MESSAGE CENTER MENU</div><div><div>Customer Greeter</div><div>Reminder messages</div><div>Alert messages</div><div>Edit schedule times</div></div></div>																																
<div><p>3. To select a message on the ALERT MESSAGES display, press the ▲ (up) or ▼ (down) button to highlight the desired message.</p><p>To edit a message, select the message and press the Edit button.</p></div>	<div><div>ALERT MESSAGES (TUE)</div><table><tr><th>Message</th><th>Evt.</th><th>Pri.</th><th>Sched.</th></tr><tr><td>Freezer Door</td><td>S1</td><td>H</td><td>-</td></tr><tr><td>Cooler Door</td><td>S2</td><td>H</td><td>-</td></tr><tr><td>Back Door</td><td>S3</td><td>H</td><td>-</td></tr><tr><td>Lobby Door</td><td>S4</td><td>H</td><td>-</td></tr><tr><td>Empty</td><td>S5</td><td>H</td><td>-</td></tr><tr><td>Empty</td><td>S6</td><td>H</td><td>-</td></tr><tr><td>Empty</td><td>N1</td><td>H</td><td>-</td></tr></table><div>Edit</div></div>	Message	Evt.	Pri.	Sched.	Freezer Door	S1	H	-	Cooler Door	S2	H	-	Back Door	S3	H	-	Lobby Door	S4	H	-	Empty	S5	H	-	Empty	S6	H	-	Empty	N1	H	-
Message	Evt.	Pri.	Sched.																														
Freezer Door	S1	H	-																														
Cooler Door	S2	H	-																														
Back Door	S3	H	-																														
Lobby Door	S4	H	-																														
Empty	S5	H	-																														
Empty	S6	H	-																														
Empty	N1	H	-																														
<div><p>4. To edit the name (optional) of the selected message by pressing the Rename button on the EDIT ALERT MESSAGE display.</p><p>On the Rename display, use the Erase button to clear characters in the current name. Use the ◀, ▶, ▲ and ▼ buttons to move the highlight to a character.</p><p>Use the Sel (select) button to insert each highlighted character in the name field.</p><p>When you are finished, press the Back button to save the new name.</p></div>	<div><div>EDIT ALERT MESSAGE</div><div><div>Rename:Freezer Door</div><div>Message Text:Alert text msg 1</div><div>Message:✓□</div><div>Priority:HighLow</div><div>Review/RecordSchedule</div><div>Event: Switch 1Settings</div></div><div><div>Rename</div><div>Freezer Door</div><div><div>ABCDEFGHIJKL</div><div>MNOPQRSTUVWXYZ</div><div>Y Zabcdefghijklmnopq</div><div>rstuvwxyz01234567</div><div>89 ' , - . _</div></div><div>Sel</div><div>Erase</div></div></div>																																

5. To turn the selected message on or off, press the **Message button** on the EDIT ALERT MESSAGE display to highlight either ✓ (on) or – (off).

Press the **Back button** to save this setting.



Review or Record

1. To review the existing selected message, or to record a new message, press the **Review/Record button** on the EDIT ALERT MESSAGE display.

Note: Reviewed messages are played to a specific headset to avoid interfering with lane operations.



2. To listen to the existing message, press the **Review button** on the REVIEW/RECORD MESSAGE display.

Follow instructions listed under READY TO REVIEW.

Press and hold the headset **B button** to play the message.



3. To record a new message, press the **Record button** on the REVIEW/RECORD MESSAGE display.



4. Follow the instructions under READY TO RECORD on the display. You will a maximum 10 seconds to record a message while pressing and holding the headset **B button**. The Progress indicator will countdown the seconds.

When finished, release the headset **B button**. Press the **Review button** on the display, and follow the instructions listed under READY TO REVIEW to confirm the recording.



Message Priority

Alert messages can be assigned a high or low priority. To set message priority, press the **Priority button** on the EDIT ALERT MESSAGE display to highlight either **High** or **Low**.

Press the **Back button** to save this setting.

Note: If the priority is set **Low**, the message may play to completion or be terminated by either an **A** or **B button** being pressed on any headset, or by a car arrival on a given lane.

If the priority is set **High**, the message will play to completion. If a high priority message is interrupted by an **A** or **B button** being pressed on any headset for a given lane, it will retry until it is able to play to completion.



Message Schedule

1. To choose the schedule for the selected message, press the **Schedule button** on the EDIT ALERT MESSAGE display.



2. On the SCHEDULE ALERT MESSAGE display, press the button for the day you want the selected message to be played.



3. On the SELECT SCHEDULE TIMES display, select the time period when you want the selected message to play by pressing the ▲(up) and ▼(down) **buttons** to scroll through the 12 available time periods.

When the desired time period is highlighted, press the **Edit button**.



- On the EDIT display, press the **Scheduled button** to turn the message ✓ (on) or - (off) for the selected time period.

If you want the message to be on or off during this time period every day, press the **Apply to all days? button** to select **Yes**.

If **No** is selected, only the selected day will be affected by this change.

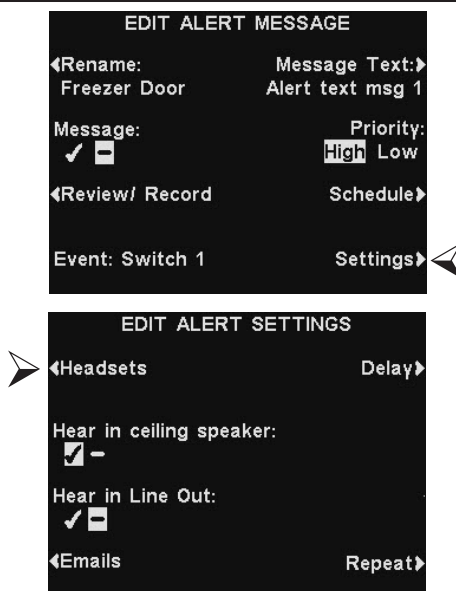


Note: To edit the **Start** and **Stop** times for the time periods listed on the SELECT SCHEDULE TIMES display, go to the MESSAGE CENTER MENU and select **Edit schedule times**.

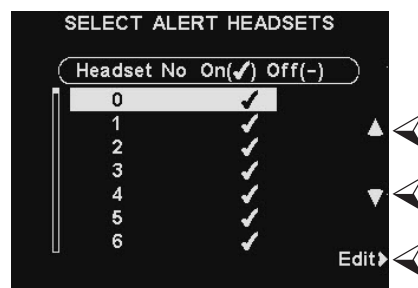
Message Playback Settings

- To choose where the selected Alert message will be heard, press the **Settings button** on the EDIT ALERT MESSAGE display.

Then, press the **Headsets button** on the EDIT ALERT SETTINGS display.



- On the SELECT ALERT HEADSETS display, use the ▲ (up) or ▼ (down) **buttons** to select a headset number for which you would like to turn the selected Alert message on or off, and then press the **Edit button**.



- To select/deselect the headset where the message will be heard, press the **Select headset button** on the **EDIT** display to highlight ✓ (on) or - (off).

To select/ deselect all headsets, press the **Apply to all headsets? button** to highlight **Yes** or **No**.

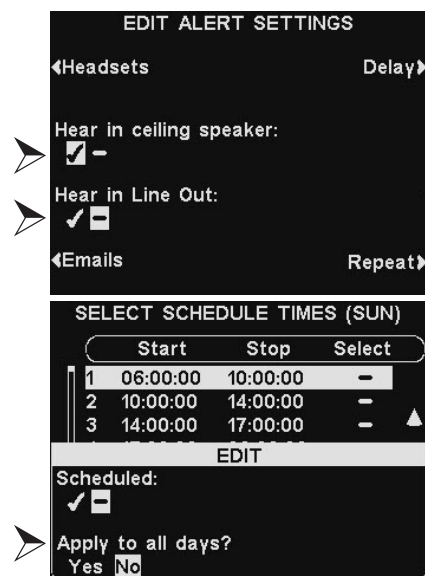
Press the **Back button** to save this setting.



4. To have the selected Alert message heard or not heard in the ceiling speaker(s), press the **Hear in ceiling speaker button** to highlight ✓ (on) or – (off).

To have the selected Alert message heard or not heard in the line out(s), press the **Hear in Line Out button** to highlight ✓ (on) or – (off).

Note: After selecting ✓ (on), to hear the message in the ceiling speaker or Line Out, be sure their volume is set high enough for the message to be heard. To do this, return to the MAIN MENU and select **Volume adjust** to make the necessary adjustments.



5. To set a delay after the Alert message is triggered until it begins playing, press the **Delay button**.

On the DELAY BEFORE PLAY display, use the ◀ or ▶ **button** to move the highlight left or right in the Delay field for minutes and seconds (MM:SS), and use the + and – **buttons** to change the number in the highlighted box.

Press the **Back button** to save the settings.

The DELAY BEFORE PLAY setting applies to both audio and email-based.



6. To have the Alert message play repeatedly at selected intervals, press the **Repeat button** on the EDIT ALERT SETTINGS display.

On the REPEAT INTERVAL display, use the ◀ or ▶ **button** to move the highlight left or right for hours, minutes or seconds (HH:MM:SS) in the Time field, and use the + and – **buttons** to change the number in the highlighted box. Setting the repeat interval to all 0's disables repeats.

Press the **Back button** to save the settings.

Note: The repeat interval does not apply to emails, since they are not repeated for a given message.



Alert Message Email

1. To compose an email message to be sent to designated recipients when the selected Alert is triggered, select **Message Text** on the EDIT ALERT MESSAGE display.



2. To edit the email text, on the Message Text display, use the **Erase** button to clear characters if there is a current email you want to change.

Use the ◀, ▶, ▲ and ▼ **buttons** to move the highlight to a character you would like to use in the new email text.

Use the **Sel** (select) **button** to enter the highlighted character in the message.

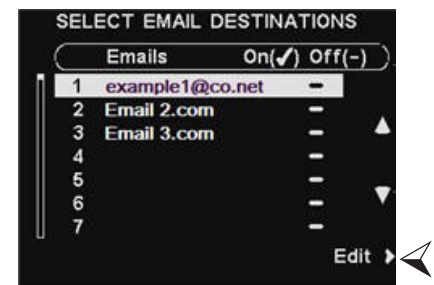
Press the **Back** **button** to save the email text.



3. To have the selected Alert message sent to desired email addresses, press the **Emails** **button** on the EDIT ALERT SETTINGS display.



4. On the SELECT EMAIL DESTINATIONS display, use the ▲ (up) and ▼ (down) **buttons** to select an email address for which you would like to turn the selected Alert message on/off, and then press the **Edit** **button**.



5. To select/deselect the email destination that will receive the email message, press the **Select email destination** **button** on the EDIT display to highlight ✓ (on) or - (off).

To select/deselect all email destinations, press the **Apply to all email destinations?** **button** to highlight **Yes** or **No** and then press the **Back** **button**.



6. To edit the selected email address, press the **Edit destination address button**.

On the EDIT DESTINATION ADDRESS display, use the **Erase button** to clear characters in the current email address to change them.

Use the ◀, ▶, ▲ and ▼ **buttons** to move the highlight to a character you would like to use in the address.

Use the **Sel (select) button** to enter the highlighted character in the address.

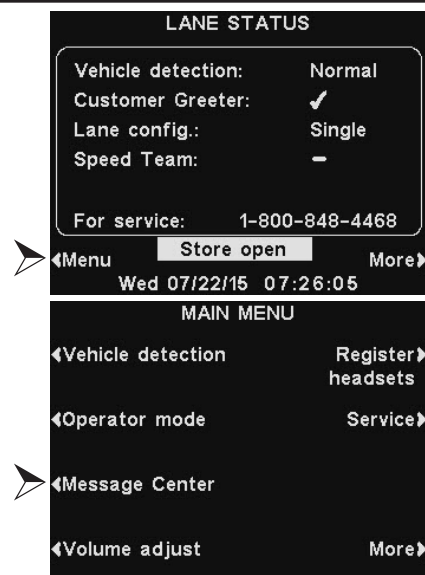
When you are finished, press the **Back button** to save the new email address.



4. Message Schedule Times

1. To set up all the time periods during each day that all Message Center messages can be scheduled, press the **Menu button** on the base station LANE STATUS display.

On the MAIN MENU press the **Message Center button**.



2. Press the **Edit schedule times button** on the MESSAGE CENTER MENU. There are 12 possible time periods.

Note: Changing these time periods will affect all Message Center message schedules. Time periods for Scheduled Outbound Volume Settings will not be affected.



3. To select a time period to be edited, use the ▲ (up) and ▼ (down) **buttons** to scroll through the 12 available time periods.

When the desired time period is highlighted, press the **Edit button**.

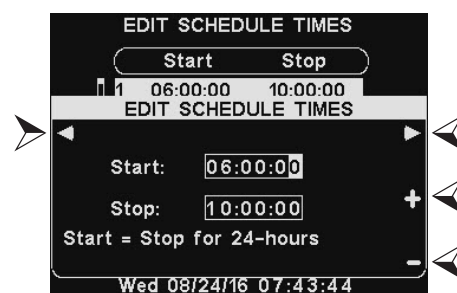


4. On the drop-down EDIT SCHEDULE TIMES display, to edit the **Start** or **Stop** time, use the ◀ and ▶ **buttons** to move the highlight in the **Start** or **Stop** field, and use the + and - **buttons** to change the highlighted numbers.

Note: Times are in 24 hour format (ex: 0500 = 5 A.M., 1700 = 5 P.M., 0000 = Midnight, etc).

To move from one field to the other, repeat pressing the ◀ or ▶ **button** until the highlight moves from one field to the other.

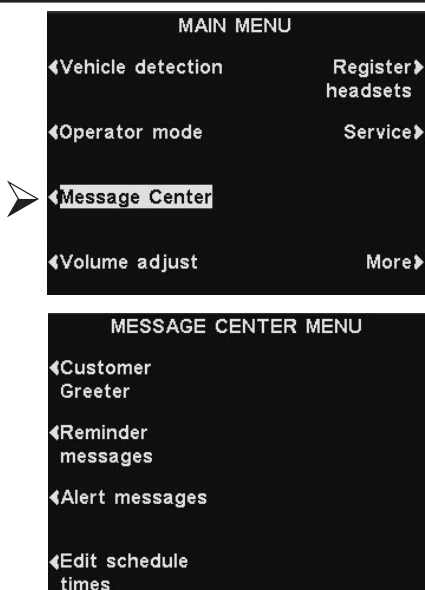
Press the **Back button** to save these settings.



Set Reminders

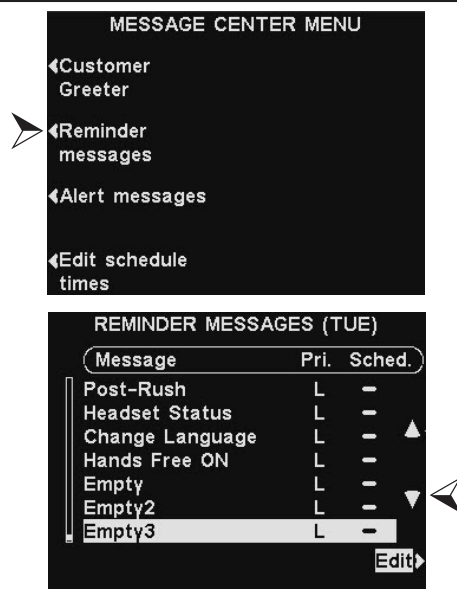
There are 12 pre-named and pre-recorded Reminder messages that can be named and recorded to meet store needs. There are also three “Empty” messages that can be named and recorded as needed. If you require more than the three “Empty” message slots available for the **Reminder Messages** option, you can add more “Empty” slots from the Alert Messages using this option.

1. Select **Message Center** on the MAIN MENU display to view the MESSAGE CENTER MENU.



2. On the MESSAGE CENTER MENU display, select **Reminder Messages**.

Use the ▼ **button** to scroll down, exposing the 4 new empty slots.



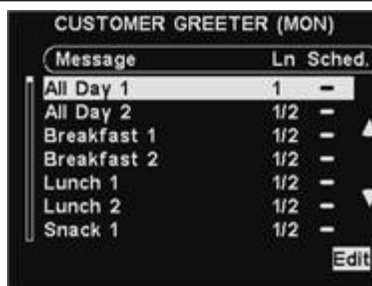
Dual-Lane Message Center Settings

Customer Greeter Messages

You can access Message Center Settings by pressing the **Menu button** on the LANE STATUS display, and then pressing the **Message Center button**. Single lane settings can be found under [Customer Greeter Settings](#), pg. 20.

In dual-lane operations, Customer Greeter messages can be set to play in **Lane 1**, **Lane 2** or both.

Press the **Edit button** on the CUSTOMER GREETER display, and then press the **Event button** to highlight **Lane 1**, **Lane 2** or **Lane 1/2**.

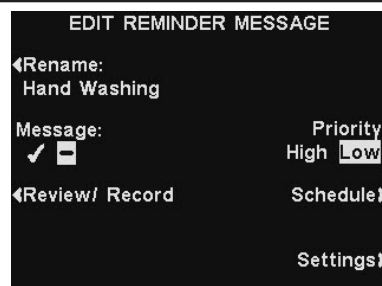


Reminder Messages

In dual-lane operations, Reminder messages can be set to play through the ceiling speaker and Line Out for **Lane 1**, **Lane 2** or **both**.

Press the **Settings button** on the EDIT REMINDER MESSAGE display.

On the EDIT REMINDER SETTINGS display, press the **Hear in ceiling speaker** or **Hear in Line Out buttons** to highlight **Lane 1**, **Lane 2** or **Lane 1/2**.



Alert Messages

In dual-lane operations, Alert messages can be set to play in the ceiling speaker and Line Out for **Lane 1**, **Lane 2** or **both**.


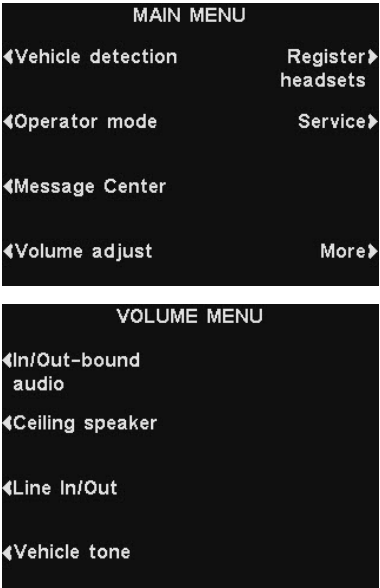
Press the **Settings** button on the EDIT ALERT MESSAGE display and then, on the EDIT ALERT SETTINGS display, press the **Hear in ceiling speaker** and **Hear in Line Out** buttons to highlight **Lane 1**, **Lane 2** or **Lane 1/2**.

Note: In multiple-lane configurations, the VOLUME MENU display will be divided by Lanes. Settings will be similar to those shown for single lane.

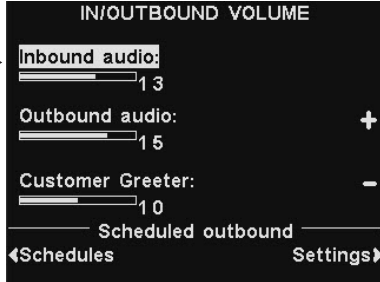


Volume Adjustments

Adjust the volume for inbound and outbound audio, customer greeter messages, ceiling speaker and vehicle tones, or schedule outbound audio levels.

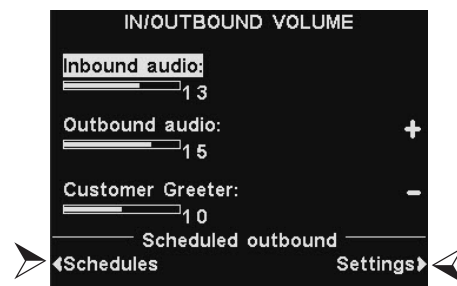
<div>1. On the LANE STATUS display, select Menu and then, on the MAIN MENU select Volume adjust to access the settings.</div>	<div></div>
<div>2. Press the button corresponding to the VOLUME MENU option you want to adjust.</div>	<div></div>

In/Out-bound Audio Volume

<div>1. On the IN/OUTBOUND VOLUME display, select which volume you would like to adjust, and then use the + and - buttons to raise and lower the volume level.</div> <div>The first two settings adjust the audio level to and from the outside speaker/microphone and the third setting sets the level of the outbound Customer Greeter message.</div> <div>When a volume is set to 0, the function is turned off. For dual-lane operations, these settings will be available for Lane 1 and Lane 2.</div>	<div></div>
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- To schedule automatic volume level changes to the outside speaker, select **Schedules** and then **Settings**.

Note: This Outbound audio level will be active, unless a *Scheduled Outbound* audio level is enabled.



Schedules

- There are **7** possible time periods. These time periods will only apply to scheduled outbound volume level settings. They will not affect other message schedules.

To select a time period to be edited, use the ▲(up) and ▼(down) **buttons** to scroll through the available time periods. When the desired time period is highlighted, press the **Edit** button.



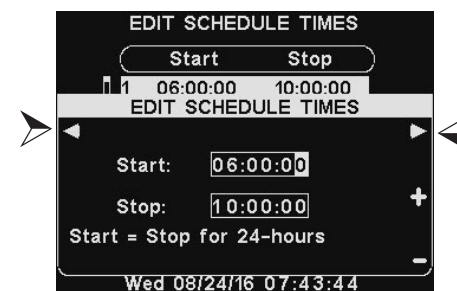
- On the drop-down EDIT SCHEDULE TIMES display, to edit the **Start** or **Stop** time, use the ◀ and ▶ buttons to move the highlight in the **Start** or **Stop** field, and use the + and - buttons to change the highlighted numbers.

Note: Times are in 24 hour format.



- To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves from one field to the other.

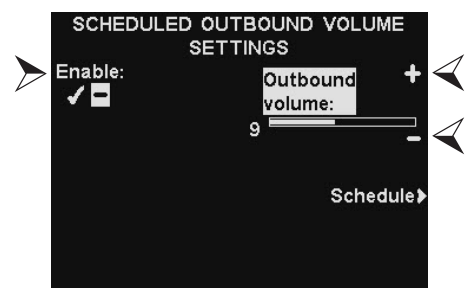
To save these settings, press the **Back** button.



Settings

To raise or lower an outbound volume level that is active during selected days and times, use the + and - buttons for Outbound volume.

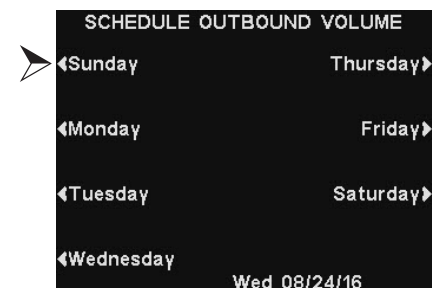
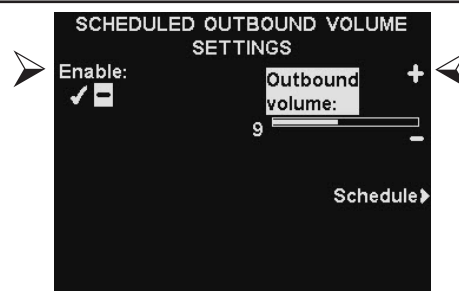
Note: This Outbound volume level will only be active during scheduled days and times, and only if it is enabled. To enable this Outbound volume level during scheduled times, select Enable to highlight the ✓.



Schedule

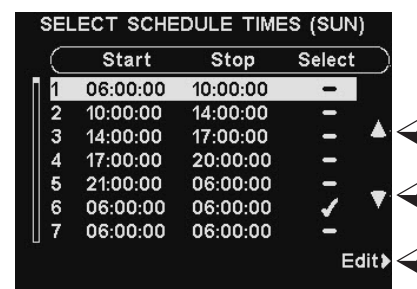
1. To select days when these outbound volume settings can be enabled, on the SCHEDULED OUTBOUND VOLUME SETTINGS display, select **Schedule**.

On the SCHEDULE OUTBOUND VOLUME display, select the day you want to schedule the outbound volume setting.



2. On the SELECT SCHEDULE TIMES display, select the time period you want to apply to this day by pressing the ▲(up) and ▼(down) buttons to scroll through the 7 available time periods.

When the desired time period is highlighted, press the Edit button.



3. On the EDIT display, press the **Scheduled** button to highlight ✓ (on) or - (off) for the selected time period.

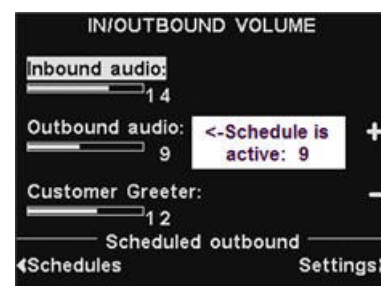
If you want the outbound volume setting to be on or off during this time period every day, press the **Apply to all days?** button to highlight **Yes**.

If **No** is highlighted, only the selected day will be affected by this change.

If you need help, press the **Help** button. To save these settings, press the **Back** button.



4. Confirmation of the current activation and level is displayed on the IN/OUTBOUND VOLUME display.

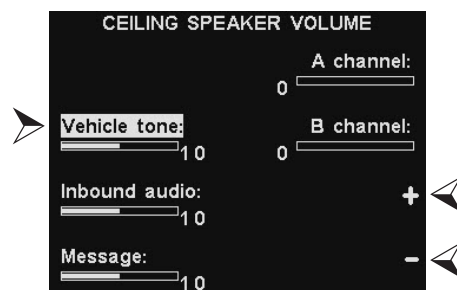


Ceiling Speaker Volume

To raise and lower the volume levels heard from the ceiling speaker, select **Ceiling speaker** from the VOLUME MENU and then on the IN/OUTBOUND VOLUME display, select which volume you would like to adjust and use the + and - buttons.

If a volume is set to **0**, that function turns off.

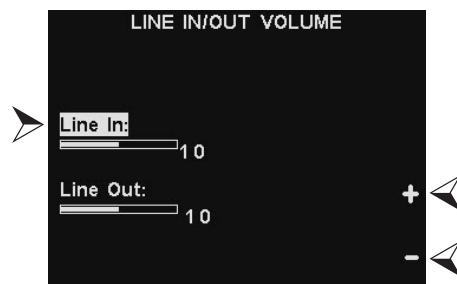
To save these settings, press the **Back button**.



In/Out-bound Audio Volume

To raise or lower the volume level to or from any device connected to the base station line output, select **Line In** or **Line Out** on the LINE IN/OUT VOLUME display and then use the + and - buttons.

To save these settings, press the **Back button**.

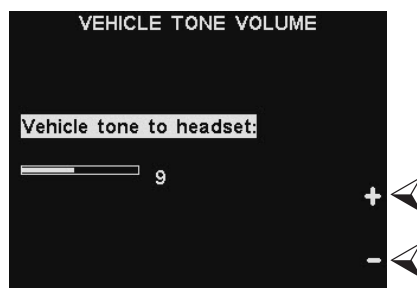


Vehicle Tone in Headset

The VEHICLE TONE VOLUME setting only adjusts the level of alert tones heard in the headsets.

To raise and lower the volume level of alert tones, use the + and - buttons.

To save these settings, press the **Back button**.



Wired Backup System Operation

In order to use a Wired Backup System, you must have a Switcher Board (optional) in your base station. If you have a Switcher Board, you will find a switch on the bottom of your base station as shown in **Figure 10**.

If you have a single lane drive-thru operation, you will find one switch in the **Lane 1** position

If you have a dual lane drive-thru operation, you may have two Switcher Boards in your base station, in which case you will find two switches on the bottom of your base station, one for **Lane 1** and another for **Lane 2**.

- To use the Wired Backup System, place the switch for **Lane 1** and/or **Lane 2** in the **Backup (In)** position.
- When you have finished using the Wired Backup System, return the switch to the **Wireless (Out)** position.

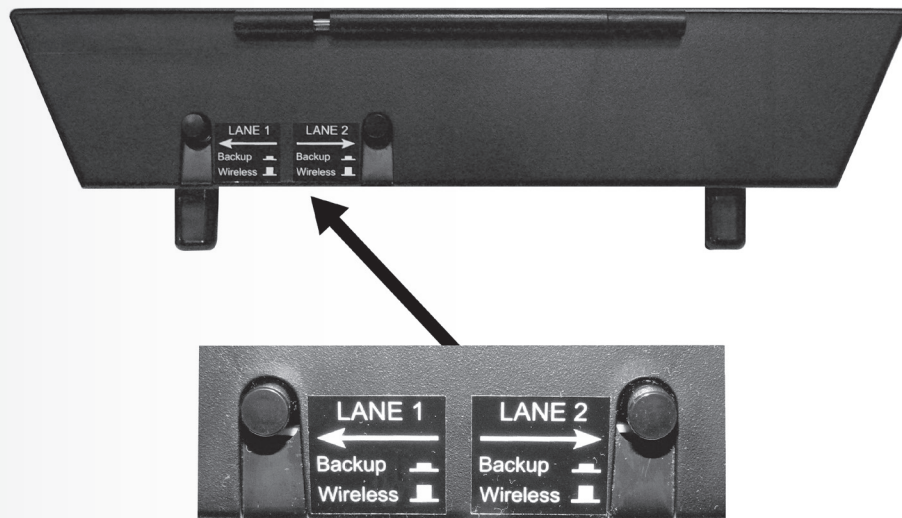


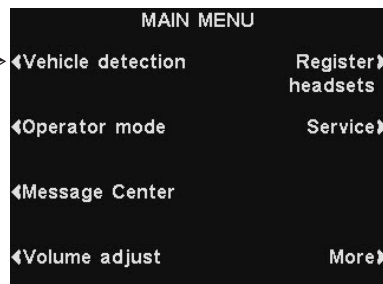
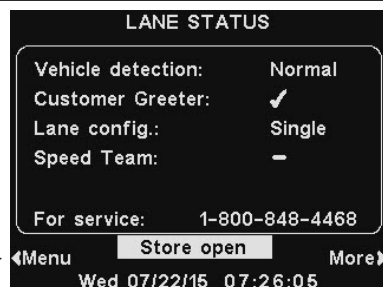
Figure 10. Wired backup switches on bottom of base station

Vehicle Detection

1. To test the vehicle detector function by simulating a vehicle arrival at the speaker post or menu board, select **Menu** on the LANE STATUS display.

Press the **Vehicle detection button** on the MAIN MENU.

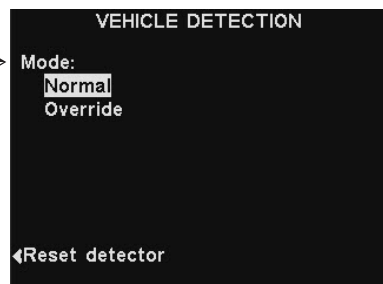
Note: Be certain no car (or metal object) is present at the detection point.



2. Press the **Mode button** on the VEHICLE DETECTION display and select Override.

A vehicle alert tone will be heard in headsets, followed by inbound audio from the outside speaker.

If enabled, a Customer Greeter message will also be heard. To return to normal operation, press the **Mode button** again and select **Normal**.



3. If you experience a problem with vehicle detection, such as continuous inbound audio heard from the outside speaker or no alert tone when a vehicle arrives, press the **Reset detector button** on the VEHICLE DETECTION display. Then, press the **Yes button** to reset Vehicle Detector(s).

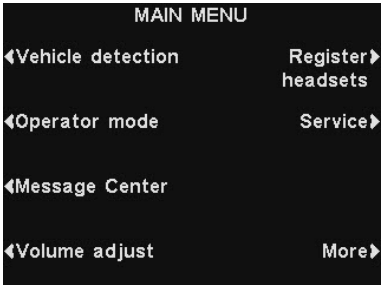
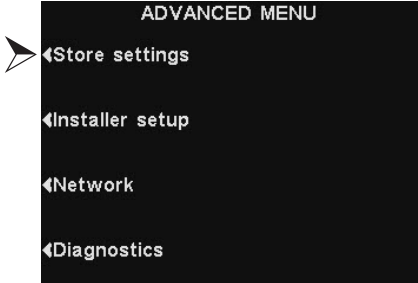
When "Reset Completed" flashes on the display, press the **Back button** to exit.



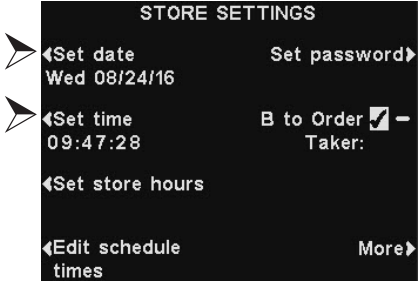

Store Settings

Store settings are crucial to drive-thru operation. After you setup the initial settings, they can be changed by store managers or other authorized personnel.

After you have configured all store settings, set up a password to control access to store settings, and then provide it to the store manager.

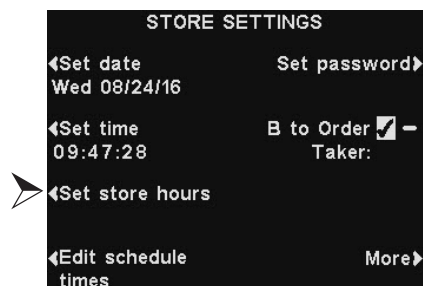
<div>1. Press the More button from the MAIN MENU display to access the STORE SETTINGS display.</div>	<div></div>
<div>2. Press the Store settings button on the ADVANCED MENU.</div>	<div></div>

Set Date or Time

<div>1. To set the date or time, press the Set date or Set time button on the STORE SETTINGS display.</div> <div>Note: All times are in 24-hour format.</div>	<div></div>
<div>2. On the SET DATE or SET TIME display, use the ◀ and ▶ buttons to move the highlighted box to the left and right in the Date or Time field, and use the + and - buttons to enter the desired number in the highlighted box.</div> <div>Press the Back button on either screen to save settings and return to the STORE SETTINGS display.</div> <div>A HINT for setting the time accurately: Set the time about a minute or so in advance of the known correct time. When the correct time matches that setting, press the Back button.</div>	<div></div>

Set Store Hours

1. To set the store hours for any or every day, press the **Set store hours button** on the STORE SETTINGS display.

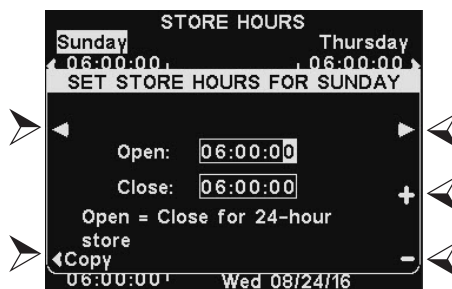


2. On the STORE HOURS display, press the button next to the day you would like to change.

On the SET STORE HOURS display, use the ◀ and ▶ **buttons** to move the highlight in the **Open** or **Close** field, and use the + and - **buttons** to change the highlighted numbers.

To move from one field to the other, repeat pressing the ◀ or ▶ **button** until the highlight moves to the other field.

Note: If your store is open 24 hours, set the **Open** time the same as the **Close** time.



3. If you want these store hours to apply to every day, press the **Copy button** and then press the **Apply to all days? button** to highlight **Yes**.

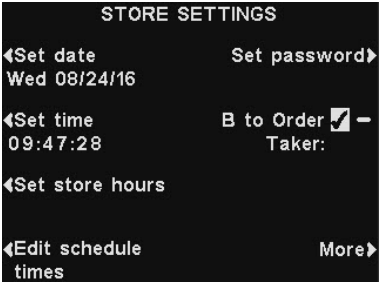

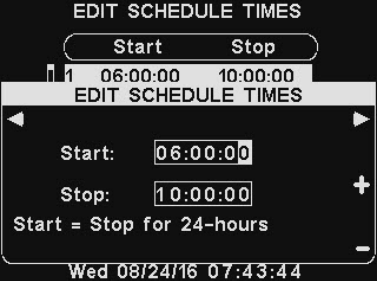
If **No** is highlighted, these store hours will apply only to the selected day.

To save these settings, press the **Back button**.



Edit Schedule Times

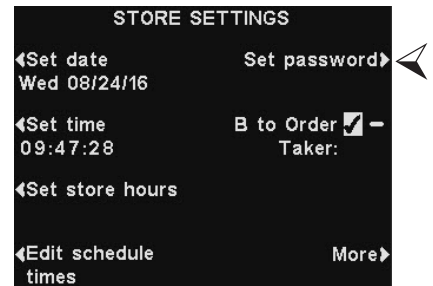
Up to 12 Schedule Times can be set to establish periods in which messages can be played from the Message Center. Schedule Times can be edited as needed.

<div>1. To make changes to the Schedule Times, press the Edit schedule times button on the STORE SETTINGS display.</div> <div>The EDIT SCHEDULE TIMES display can also be accessed through the MESSAGE CENTER.</div>	<div></div>
<div>2. On the EDIT SCHEDULE TIMES display, press the ▲(up) and ▼(down) buttons to move up and down the list of time periods.</div> <div>You can continue pressing the ▼ button past 7 until you reach 12. When the time period you would like to change is highlighted, press the Edit button.</div> <div>Note: Changing these time periods will affect all Message Center message schedules. Time periods for Scheduled Outbound Volume Settings will not be affected.</div>	<div></div>
<div>3. Use the ◀ and ▶ buttons to move the highlight in the Start or Stop field, and then use the + and - buttons to change the highlighted numbers.</div> <div>To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves beyond the end of one field and into the other.</div> <div>If your store is open 24 hours, and you want a schedule to run for 24 hours, set the Stop time the same as the Start time. To save these settings, press the Back button.</div>	<div></div>

Set User Password

1. When you have completed all the other **Store Settings**, set up a user password. When the installation is finished, be sure to give the password to the store manager.

To set a password for the first time, press the **Set password button** on the STORE SETTINGS display.



2. Use the ◀ and ▶ buttons to move the highlighted box in the Enter new password field.

Use the + **button** to put alphabetic characters in the highlighted box, or the - **button** to put numeric characters in the highlighted box.

Continuing down from **A** will take you to numeric characters. Continuing up from **9** will take you to alphabetic characters.

Press the ▶ **button** to move the highlighted box to the next position and enter the next character. If you want to start over with a new password, press the **Clear All button**.

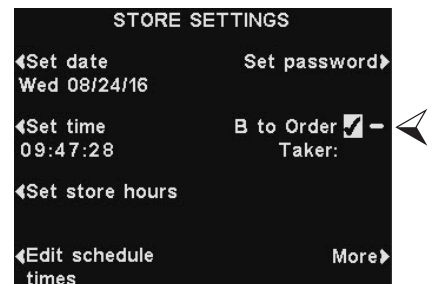
After entering the entire new password, press the **Back button** twice to save the new password and return to the ADVANCED MENU.



Set User Password

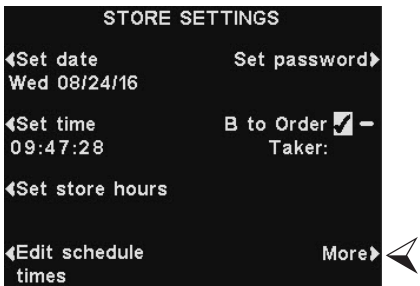

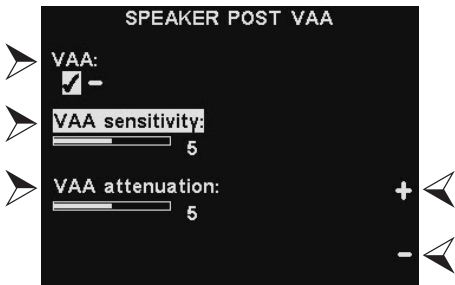
Press the **B-to-Order Taker button** on the STORE SETTINGS display to select ✓ (on) to allow the Order Taker to hear **B button** communication while pressing an **A button**. If you select - (off), the Order Taker will not hear **B button** communication while pressing an **A button**.

To save this setting, press the **Back button**.



VAA Settings

VAA (Variable Audio Attenuation) settings can be adjusted to eliminate echo, feedback or fluctuating inbound audio levels.

<p>1. To turn the VAA feature on/off, or to adjust VAA levels, press the More button on the STORE SETTINGS display.</p>	
<p>2. On the ADVANCED STORE SETTINGS display, press the VAA button and then press the VAA button to select ✓ (on) or – (off).</p>	
<p>3. To adjust VAA sensitivity or VAA attenuation, select the corresponding button and then press the + and – buttons.</p> <p>Notes:</p> <ul style="list-style-type: none"> • In multiple-lane configurations, VAA settings will appear for Lanes 1 and 2. Settings will be similar for both lanes. • If you have a dual lane drive-thru operation, you may need to make this adjustment for each lane. <p>See below for details on VAA.</p>	

VAA Sensitivity Level

This is the volume level of the order taker's voice required to activate the VAA circuit. During normal operation, the inbound audio level should be reduced when the Order Taker speaks to the customer, and should recover when the Order Taker stops speaking. If speaking to the customer does not automatically reduce the inbound level, press the **VAA sensitivity button** and then press the + and – buttons to adjust sensitivity to the Order Taker's voice.

VAA Attenuation Level

This is the amount that the inbound volume level is reduced when the Order Taker speaks to the customer. The attenuation level is factory set at 15dB, and should not require adjustment.

If the Order Taker cannot hear the inbound audio at all while speaking, the **VAA attenuation** can be adjusted to a lower level. To make this adjustment, press the **VAA attenuation button** and then press the + and – buttons until the desired level is reached. If you do not want any attenuation, please just turn off **VAA** without adjusting this setting.

See [Audio Processing Functions](#), pg. 60, for more information on **VAA**.

Restore Installer Settings

After the initial installer settings have been made, store personnel can customize adjustments to settings. After doing so, they can always return the base station to its original installer settings.

1. Press the **Restore installer settings button** on the ADVANCED STORE SETTINGS display.



2. Press the **Restore button** on the RESTORE INSTALLER SETTINGS display.

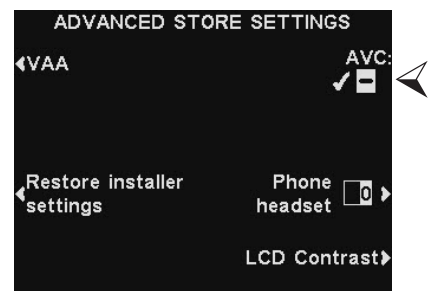


AVC Setting


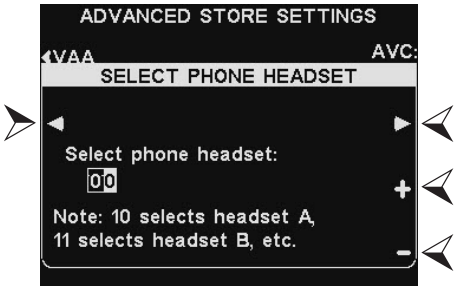
Press the **AVC button** to select ✓ (on) or – (off) for AVC (Automatic Volume Control). When there is excessive outside noise, the volume level of the order taker's voice will increase. When it is quiet in the drive-thru area, the volume level will be decreased.

Note: In multiple-lane configurations, **AVC** settings will appear for Lanes 1 and 2. Settings will be similar for both lanes.


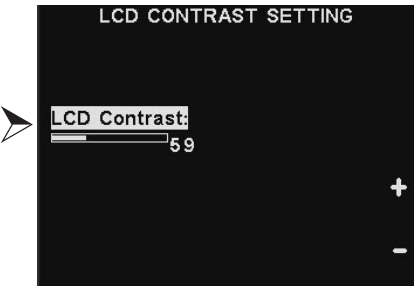
See [Audio Processing Functions](#), pg. 60, for more information on **AVC**.



Phone Headset

<p>1. Press the Phone headset button on the ADVANCED STORE SETTINGS display.</p>	
<p>2. On the SELECT PHONE HEADSET display, use the ◀ and ▶ buttons to move the highlight in the Select phone headset field, and then use the + and - buttons to enter number of the headset.</p> <p>Press the Back button to save the settings.</p>	

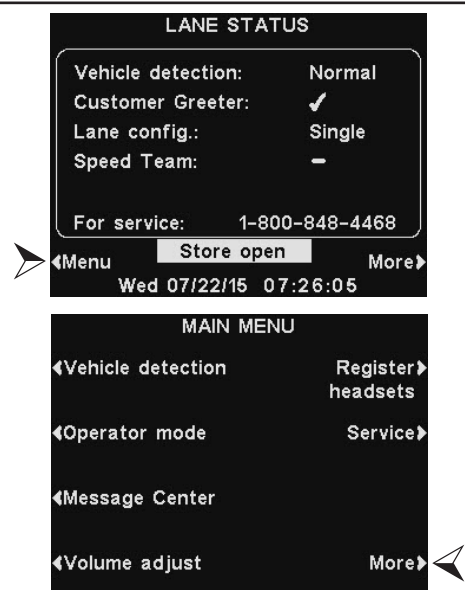
LCD Contrast

<p>1. Press the LCD Contrast button on the ADVANCED STORE SETTINGS display to adjust the light/dark contrast of the base station display.</p>	
<p>2. Press the + (lighter) and - (darker) buttons to adjust the contrast.</p> <p>Note: This is a factory setting, and does not normally require adjustment during installation.</p> <p>Press the Back button to save the settings.</p>	

Network Settings

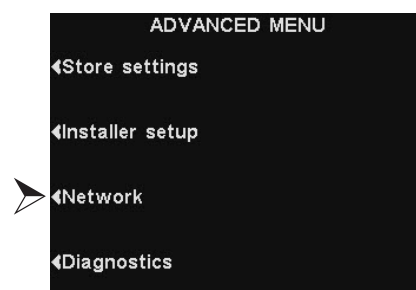
If the base station is connected to a computer network for remote access, you must enter the network data based on information from your IT support. To adjust this setting:

1. Select the **Menu button** on the LANE STATUS display, and then select **More** on the MAIN MENU.



2. Press the **Network button** on the ADVANCED MENU display to open the NETWORK SETTINGS display.

Note: Some network settings changes will cause the base to automatically reset.

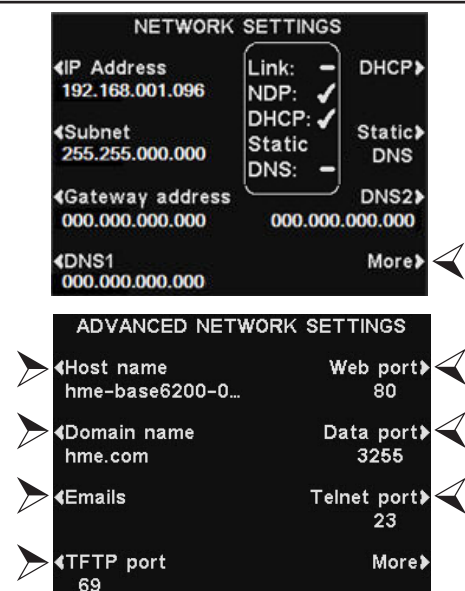


Advanced Network Settings

For additional advanced network settings, press the **More button** on the NETWORK SETTINGS display to view Advanced Network Settings.

1. For additional advanced network settings, press the **More button** on the NETWORK SETTINGS display.

The advanced network settings are explained below. Press the respective button on the ADVANCED NETWORK SETTINGS display for each setting you would like to view or change.



2. Host name / Domain name – These names combine to uniquely identify the base by name on the network. This name can be used to access the base over the network instead of using the IP address.

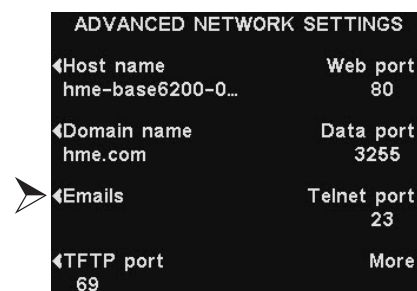
This feature only works if DHCP is enabled on the NETWORK SETTINGS display, a DNS server is installed on the local network and if DHCP is configured to receive updates from the DHCP server.

To enter or change host or domain name, press the **Edit host name** or the **Edit domain name button** on the ADVANCED NETWORK SETTINGS display.

On the respective Edit display, use the **Erase button** to clear unwanted characters. Use the ◀, ▶, ▲ and ▼ **buttons** to move the highlight to a desired character, and then press the **Sel (select) button** to enter it. Press the **Back button** to save the name.

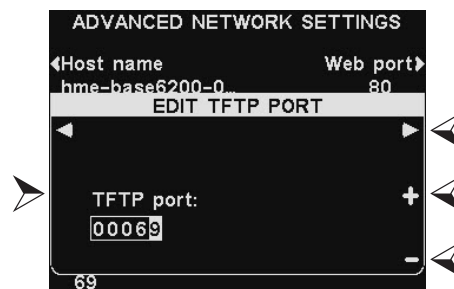


3. Emails – The base is capable of sending emails to store managers when alert conditions are triggered in the store. For email settings, refer to [Email](#), pg. 55.



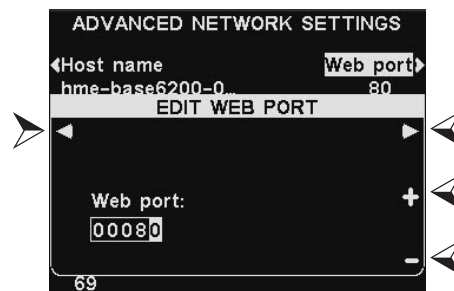
4. TFTP port – This port is used for transferring audio files and updated settings files to the base and receiving settings files from the base. The port value is **69**, but it can be set at **0** to disable the port if necessary.

To edit the TFTP port number, use the ◀ and ▶ **button** to move the highlighted box, and then use the + and - **buttons** to change the number in the highlighted box.



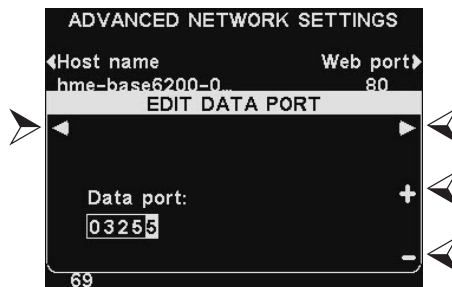
5. Web port – This port is used for web access of the bases' web pages and view control settings. The port value is **80**, or it can be set at **0** to disable the port.

To edit the web port number, use the ◀ and ▶ **button** to move the highlighted box, and then use the + and - **buttons** to change the number in the highlighted box.



- 6. Data port** – This port is used for sending HME-supported commands to the base over a TCP/IC socket. The port value is **3255**, or it can be set at **0** to disable the port.

To edit the data port number, use the ◀ and ▶ **button** to move the highlighted box, and then use the + and – **buttons** to change the number in the highlighted box.

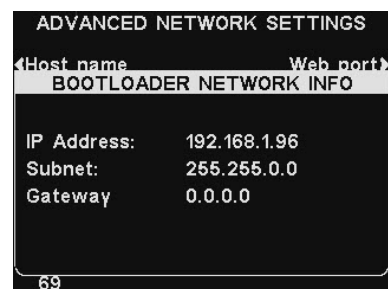
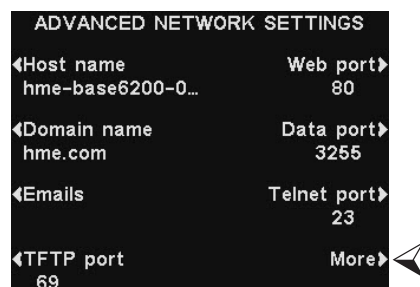
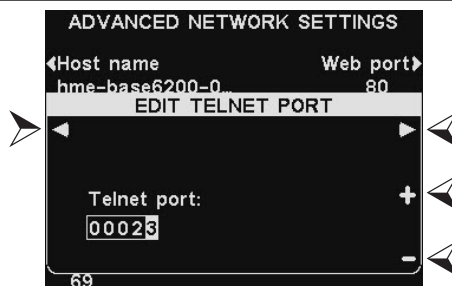


- 7. Telnet port** – This port is reserved for use by HME Technical Support.

If instructed by HME Technical Support to edit the Telnet port number, use the ◀ and ▶ **button** to move the highlighted box, and then use the + and – **buttons** to change the number in the highlighted box.

Press the **More button** on the ADVANCED NETWORK SETTINGS display to access the BOOTLOADER NETWORK INFO display.

Bootloader information is used by HME Technical Support.



The base can send emails to store managers when alert conditions are triggered in the store. Email settings must be entered based on network information provided by IT support.

- When you are finished, press the **Back button** to save the name.

- 3. SMTP User/password** – To make email more secure, some SMTP servers will require the use of a user name or password.

To enter or edit an SMTP user name or password, press the **SMTP User** or **SMTP Password button** on the EMAIL SETTINGS display.

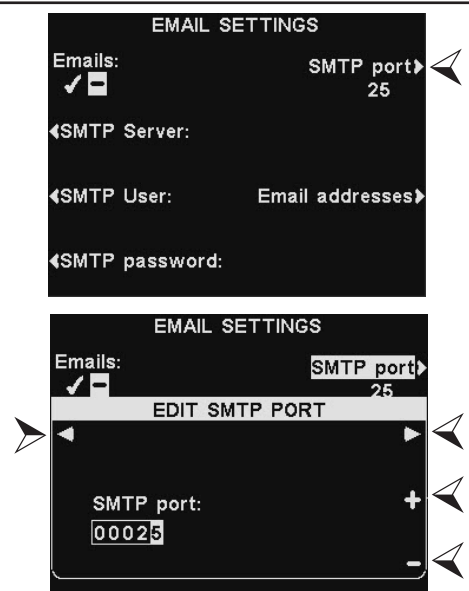
Use the **Erase button** to clear a current name. Use the **◀, ▶, ▲ and ▼ buttons** to highlight a character, and then press the **Sel (select) button** to enter it in the highlighted box above.

When you are finished, press the **Back button** to save the name.



- 4.** The SMTP port is usually set to **25**. However, some mail servers use a different port. If it is necessary to change the SMTP port number, press the **SMTP port button** on the EMAIL SETTINGS display.

On the EDIT SMTP PORT display, use the **◀ and ▶ buttons** to move the highlighted box, and then use the **+ and - buttons** to change the number.



5. Email addresses – The Source Address is preset to hme-base6200-XXXXXX@hme.com.

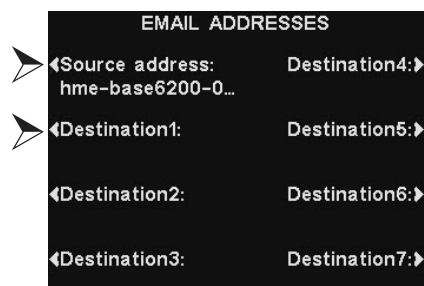
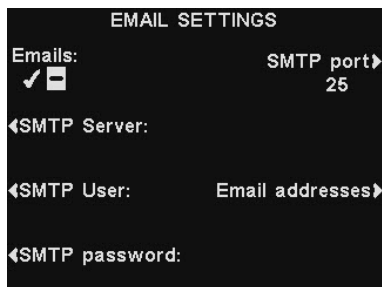
This is the address displayed in the “From:” line on alert emails sent to selected destinations.

Destination email addresses are sent emails when the Emails option is set to ✓ (on). To change the Source Address or Destination addresses, press the **Email addresses button** available on the EMAIL SETTINGS display.

To enter or edit an email address, press the Source Address or any **Destination address button** on the EMAIL ADDRESSES display.

Use the **Erase button** to clear a current address. Use the ◀, ▶, ▲ and ▼ buttons to highlight a character, and then press the **Sel (select) button** to enter it in the highlighted box.

When you are finished, press the **Back button** to save the address.



PC Navigation

If your EOS|HD was set up to operate on a network, you can access base station settings using a web browser. Refer to [Network Settings](#), pg. 52, to configure the base with the proper Network settings according to information from your IT department.

To open the EOS|HD on your PC, enter its IP Address in the address bar on your internet browser as shown below, and then press the **Enter** key on your keyboard.



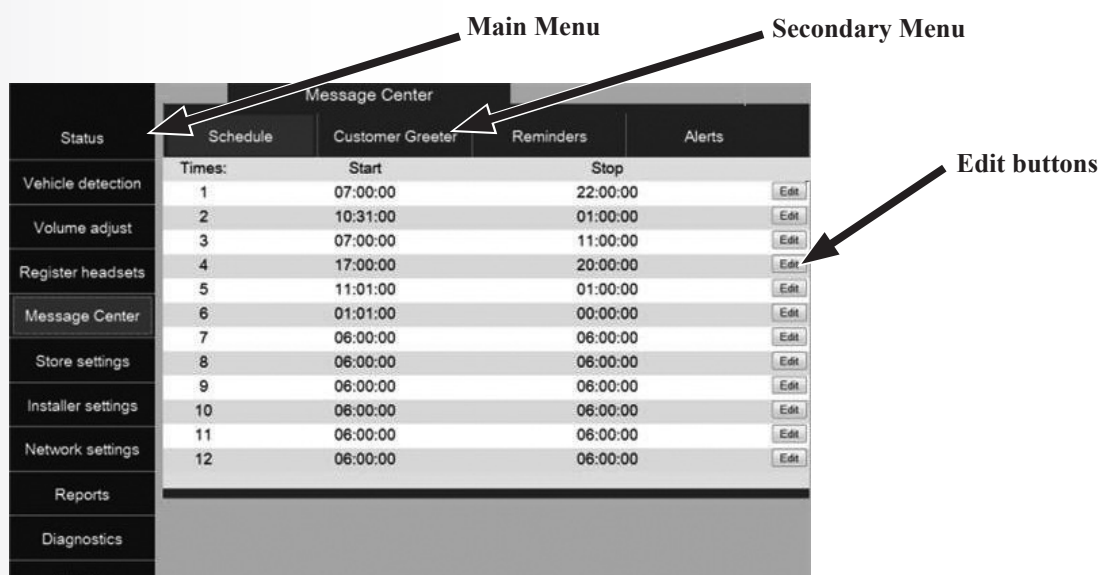
IP Address

Note: You can find the IP Address on the base station Network Status display by using the following button sequence:

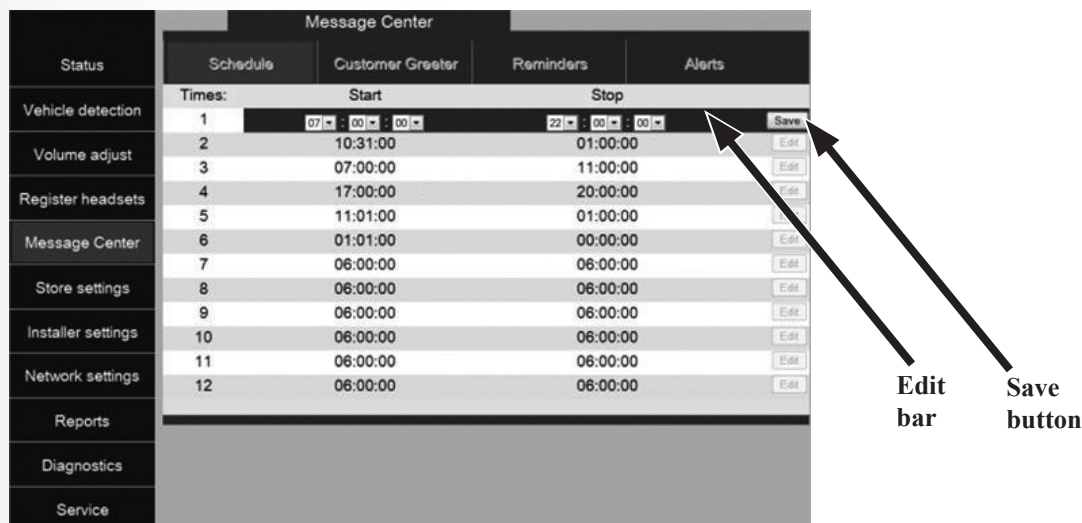
LANE STATUS > More > More > More > More

NETWORK STATUS	
Link:	- DHCP: -
IP Address:	192.168.1.96
Subnet:	255.255.0.0
Gateway	0.0.0.0
DNS1:	0.0.0.0
DNS2:	0.0.0.0
MAC address:	00.00.00.00.00.00
◀Menu More▶	
Wed 08/24/16 13:17:11	

From the **Main Menu**, select a category to view or edit. Some topics have a **Secondary Menu** bar from which you can select a sub-topic.



If you click your cursor on an **Edit button**, an edit bar will appear with setup options. If you make any setup changes, you must click on the **Save button** to save your changes.



The EOS|HD interface provides the following web pages:

- **Status** – provides Lane, Message, Base, Version, Network and Copyright information.
- **Vehicle detection** – allows you to control and reset the vehicle detectors on the base.
- **Volume adjust** – allows you to adjust audio volumes.
- **Register headset** – allows you to register one or multiple headsets, or to clear headset registrations.
- **Message Center** – allows you to set up messages to be played to audio destinations and Alert messages sent to email recipients.
- **Store settings** – allows you to set up store parameters such as date, time, store hours, schedule times, passwords, B to Order Taker, VAA, AVC, Phone headset and LCD contrast, as well as Restore installer settings.
- **Installer settings** – allows you to set up basic operational settings such as Lane configuration, Auto-Hands-Free, Language selection, Speaker post configuration, ClearSound, Phone, Line In/Out routing, Radio options and Vehicle tone, as well as Save installer settings and Restore factory settings.
- **Reports** – allows you to view Message Center settings and headset statistics reports.
- **Diagnostics** – provides information that may be used by HME Technical Support to diagnose problems.
- **Service** – displays all version information and contact information, in case you need assistance from HME Technical Support.

Base Station Internal Connectors and Controls

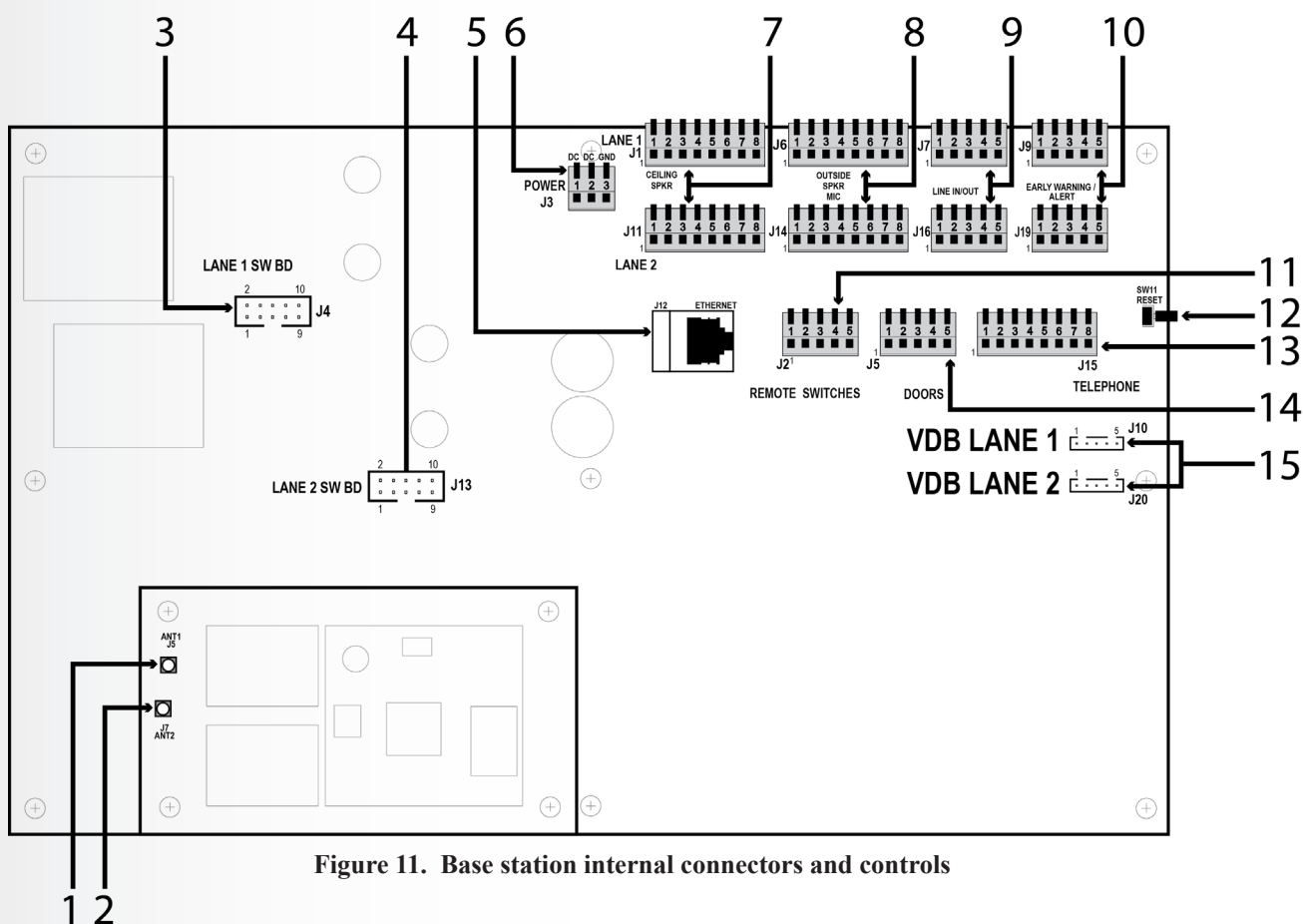


Figure 11. Base station internal connectors and controls

1. ANT1 antenna connector
2. ANT2 antenna connector
3. Switcher board connectors, J4-Lane 1
4. Switcher board connectors, J13-Lane 2
5. Ethernet connector, J12
6. Power connector, J3
7. Ceiling speaker connector, J1-Lane 1, J11-Lane 2
8. Outside speaker/microphone connector, J6-Lane 1, J14-Lane 2
9. Line in/out connector, J7-Lane 1, J16-Lane 2
10. Early warning/alert connector, J9-Lane 1, J19-Lane 2
11. Remote switch connector, J2
12. Reset switch
13. Telephone connector, J15
14. Doors connector, J5
15. Vehicle detector board (VDB) connector, J10-Lane 1, J20-Lane 2

Diagnostics

The **Diagnostics button** is available if you experience a problem with EOS|HD operation and you need to call HME Technical Support. The Technical Support representative will guide you through the automated diagnostics.

<div>1. Select Menu on the base station LANE STATUS display and then press the More button on the MAIN MENU.</div>	<div><div><div>LANE STATUS</div><div><div>Vehicle detection:Normal</div><div>Customer Greeter:✓</div><div>Lane config.:Single</div><div>Speed Team:-</div><div>For service:1-800-848-4468</div></div><div><div>Menu</div><div>Store open</div><div>More</div></div><div>Wed 07/22/16 07:26:05</div></div><div><div>MAIN MENU</div><div><div>Vehicle detectionRegister headsets</div><div>Operator modeService</div><div>Message Center</div><div>Volume adjustMore</div></div></div></div>
<div>2. On the ADVANCED MENU, press the Diagnostics button, and then select the test requested by the Technical Support representative.</div>	<div><div><div>ADVANCED MENU</div><div><div>Store settings</div><div>Installer setup</div><div>Network</div><div>Diagnostics</div></div></div></div>
<div>3. If requested, press the More button on the DIAGNOSTICS display for additional diagnostics.</div>	<div><div><div>DIAGNOSTICS</div><div><div>Test buttons</div><div>Test LCD</div><div>Test alerts</div><div>ICMP echo requestMore</div></div></div></div>

Password Access Control of EOS|HD Menus

The EOS|HD menus are designed to be easily accessible by store personnel, but can be protected by a **USER PASSWORD** to prevent unauthorized changes.

- Store settings menus, Network settings menu, Message Center menus and Volume adjustment menus can be protected if a User Password is created in the [Store Settings](#), pg. 45. These menus can be accessed using the User Password (provided by HME if the User Password is forgotten).
- When the password has been entered to access a menu, it will no longer be required to access other protected menus, as long as there is menu activity. After 5 minutes of no menu activity, the password will again be required to enter the protected menus. This also applies to protected web pages.

Password required	Menus
None	Status screens Detector menus (Speed team, Reset vehicle detectors) Registration menus Diagnostics menus Service screen
User password	Store settings menus Network settings menus Message Center menus Volume adjustment menus

If a password is required, you will see one of the following displays.

To enter a password, use the ◀ and ▶ **buttons** to move the highlighted box left and right in the Enter Password field, and use the + **button** to put alphabetic characters in the box, or the - **button** to put numeric characters in the box.

Each time you have entered a character of your password, press the ▶ **button** to move the highlighted box to the next position and enter the next character.

If you want to start over with a new password, press the **Clear all button**. After entering your entire password, press the **Continue button**.



NOTE:

Some settings are protected by an Installer Password that is available only to the installer or other HME-authorized personnel.

4. AUDIO PROCESSING FUNCTIONS

The EOS/HD Base Station has several advanced audio processing features designed to improve the quality of communication with the customer at the menu. Below are brief explanations of how each feature works:

VAA (Variable Audio Attenuation)

Variable Audio Attenuation (VAA) is designed to reduce the volume of the customer's voice or other loud noises in your headset. If a customer is speaking loudly, speaking while you're speaking or other loud noises occur, it may become confusing. The VAA option assures that as you speak, the sound from outside is reduced.

ANC (Automatic Noise Cancellation)

Automatic Noise Cancellation (ANC) is designed to reduce the level of outside sounds when the customer is not speaking.

For example, a customer starts to place an order and then pauses to think. Within a moment, the volume level from outside drops and becomes quiet. Birds, cars driving by, engine noise and other non-customer sounds are reduced. When the customer begins speaking, the volume returns to a normal level. This feature is beneficial for reducing order taker listening fatigue and improving the overall order process.

AVC (Automatic Volume Control)

Automatic Volume Control (AVC) automatically reduces the volume level coming from the outside speaker during quiet times, such as in the early morning or late at night. AVC monitors the ambient sound level outside and adjusts speaker's volume level. If the ambient outside sound level increases, AVC stops adjusting and returns volume to its original level.

Echo Cancel

In situations where microphones and speakers are in close proximity to one another, sound from the Speaker can sometimes be picked up by the microphone, creating a loop that causes feedback in the headset. **Echo Cancel** recognizes the sound from the Speaker and prevents it from looping through the Microphone.

Inbound Noise Cancel

Inbound Noise Cancel greatly enhances the Order Taker experience by virtually eliminating all unwanted outside noise (such as a car engine) that may normally be picked up by a microphone.

Inbound Noise Cancel distinguishes human voice from ambient noise and filters the audio, making the customer's voice much more clear. Other outside sounds such as planes flying over, sprinklers or street noise are also filtered.

Outbound Noise Cancel

Outbound Noise Cancel virtually eliminates all in-store noise from being heard through the outside speaker. A quick service restaurant can produce sounds caused by machines necessary for the operation of the store. These sounds can sometimes be picked up by the headset's microphone and potentially heard by the customer. **Outbound Noise Cancel** distinguishes human voice from in-store noise, filtering the audio so that only the Order Taker's voice is heard loud and clear by the customer.

5. EQUIPMENT CARE AND CLEANING

Handling the Equipment Properly

- When adjusting the position of the headset microphone, hold the boom at its base, not at the microphone end.
- Carry the headset by the headband, not by the earpiece, and never by the microphone boom.
- Use both hands to put the headset on or take it off.

Cleaning the Equipment

Headsets

- Remove the battery.
- Clean the battery and headset with a damp sponge sprayed with household cleaner. Squeeze excess liquid out of the sponge before using it.
- Clean the metal battery contacts on the battery and headset as follows. Wet the tip of a swab with alcohol and squeeze the excess alcohol from it. Wipe each contact with the swab and be certain all the contacts are dry before reinstalling the batteries.
- Foam muffs on headset earpieces can easily be replaced for sanitary purposes. To order extra foam muffs, call your local HME sales representative.

Battery Charger

Avoid splashing water or grease on the battery charger. Clean the battery charger monthly as follows:

- Remove all batteries from the battery charger.
- Wet a sponge and wring out the water until it's damp, not dripping wet. Clean the battery charger case with a damp sponge.
- Spray household cleaner on the sponge (NOT DIRECTLY ON THE EQUIPMENT). Clean the battery charger with the sponge and dry it thoroughly.
- Wet the tip of a cotton swab with rubbing alcohol and squeeze the excess alcohol from the swab. Wipe the metal contacts inside each battery port with the damp swab. Allow the contacts to dry before placing batteries in the ports.

CAUTION:

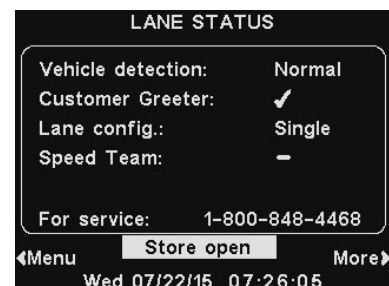
Always unplug the battery charger before cleaning it.

6. TROUBLESHOOTING

PROBLEM	THINGS TO CHECK
Customer's voice is low. Low Inbound.	<ol style="list-style-type: none"> 1. Make sure the volume in your headset isn't set too low. 2. Make sure the Master Inbound Volume is set to at least 13, or higher as needed. 3. Make sure VAA sensitivity and VAA attenuation are set no higher than 5. 4. Make sure Line In and Line Out are set no higher than 10. 5. Make sure ANC and AVC are disabled. 6. Make sure Inbound Noise Cancel is Enabled. 7. Make sure Echo Cancel is Enabled. 8. Make sure Microphone setting is set to DM5, and Distance is set to 0 - 4ft.
Order Taker is hearing an echo while taking orders.	<ol style="list-style-type: none"> 1. Make sure the Master Inbound and Outbound levels are not set too loud. As a good starting point, Inbound should be set to 13 and Outbound to 15. 2. Make sure Order Taker is not standing under a loud ceiling speaker that is set to hear the Inbound audio. 3. Make sure two order takers are NOT simultaneously connected to the Inbound. 4. Make sure Echo Cancel is Enabled. 5. Make sure Inbound and Outbound Noise Cancel are Enabled. 6. Make sure Microphone setting is set to DM5, and Distance is set to 0 - 4ft.
All my headsets are blinking red, I can't talk to anybody, and headsets don't connect to the base.	<ol style="list-style-type: none"> 1. Make sure the base still has power. You should be able to see the LCD screen or navigate through the menus. 2. Cycle the power on the base and see if the headsets come back and go green. 3. If the headsets don't come back power them off and back on and see if they come back. 4. If they still are flashing red then re-register each of them.
Lane 2 is hearing Lane 1 audio.	<ol style="list-style-type: none"> 1. Has a power surge occurred in the store or a lighting strike? 2. Cycle the power on the base and see if this restores normal audio function. 3. If cycling power does not fix the problem call HME technical support and describe the problem and what you have tried so far to fix it.
Our messages are not playing or they are not playing at the time they are supposed to play.	<ol style="list-style-type: none"> 1. Make sure the Time and Date on the base are correct. 2. Make sure the message shows a check mark for ON. Try turning it Off and back On. 3. Make sure the schedule on each message shows a check mark for ON. 4. Make sure a message is actually recorded by reviewing it using the review function. 5. If steps 1 through 4 above are correct, cycle the power on the base and then see if the messages start working again.
There is no Outbound, Inbound or Car Arrival tone.	<ol style="list-style-type: none"> 1. Make sure Speed Team is disabled.
Hearing "Battery Failed" when headset is powered on.	<ol style="list-style-type: none"> 1. Try a different battery. 2. Clean the contacts on the batteries and the headset with a Q-Tip and alcohol. 3. If problem persists, call HME.
"Registration Failed" message heard in headset when you try to register it.	<ol style="list-style-type: none"> 1. Make sure registration is turned on the base before trying to register the headset. 2. Make sure to stand no closer than 10 feet from the base when you attempt to register. 3. If problem persists and no headsets are able to register then cycle the power on the base and try again.

Service Call

To contact **HME Technical Support**, note the phone number listed next to "For Service:" on the LANE STATUS display. Or email support@hme.com.



7. EQUIPMENT SPECIFICATIONS

Base Station

Voltage input	24VDC \pm 2.5V
DC current input	2.5A maximum
Audio distortion	5% maximum level
Outside speaker output	3 watts RMS into 8 ohms
Ceiling speaker power	3 watts RMS into 8 ohms
TX/RX frequency	2400MHz – 2483.5MHz
Dimensions	9.75”H x 13”W x 3.5”D (248 mm x 330 mm x 89 mm)
Weight	3.25 lbs (1.47 kg) maximum

Headset

Battery type	3.6V Lithium ion
Battery life	11 - 13 hours (typical)
RF frequency	2400MHz – 2483.5MHz
Weight	3.53 oz (100 gm) with battery

Battery Charger

Voltage input	16.5VAC
Charging time	2.5 hrs maximum
Dimensions	5.56” x 4.25” x 1.69” (141 mm x 108 mm x 43 mm)
Weight	12.03 oz (341 gm) with bracket

8. **EOS|HD MESSAGE CENTER QUICK START GUIDE**

Right Message, Right People, Right Time!

INSTRUCTIONS

Planning to set-up your HME EOS|HD Message Center is easy to do when you follow these three simple steps.

STEP ONE: Choose your CUSTOMER GREETINGS, EMPLOYEE REMINDERS, and ALERTS

TIP: Schedule only a few messages at a time and change them often to improve your customers' and employees' awareness. Choose from several common messages provided in your HME EOS|HD, or record your own unique messages. (Refer to your EOS|HD Operating Instructions manual for a list of pre-programmed messages.)

- 3 or 4 CUSTOMER GREETINGS that play to your customers when they arrive at the menu board
- 2 or 3 REMINDERS that play to your employees to remind them of important tasks such as hand washing
- 1 or 2 ALERTS that notify the employees when something needs immediate attention such as when the back door is left open

STEP TWO: Determine WHEN and WHERE the messages play

- CUSTOMER GREETINGS play through the speaker at the menu board, and the headsets and ceiling speakers. REMINDERS and ALERTS are played through any or all headsets and/or grill speaker. Playing REMINDER and ALERT messages to ALL headsets is the default setting and is most commonly used
- A REPEAT interval can be set if you want a REMINDER to be played throughout the day. For example, set the repeat interval for 60 minutes, the task reminder of hand washing will play every 60 minutes.
- A DELAY can be set for an ALERT when you want to be notified if something has occurred for a specific period of time. For example, set the delay to ALERT you when the back door has been left open for five minutes.

STEP THREE: Create your message schedule for the messages listed in STEP TWO

- CUSTOMER GREETINGS can be scheduled to change with your day-part business. For example, schedule one greeting for breakfast, another for lunch and dinner, and a third to promote an all-day special.

TIP: A default STORE CLOSED message can play automatically to cars that arrive after the store is closed, and stop playing when the store opens. To use this feature, you must make sure the store hours are set correctly. (Refer to your EOS|HD Operating Instructions manual.)

- REMINDERS and ALERTS are commonly scheduled to play ALL DAY and typically use the delay or repeat feature
- The message SCHEDULE can be customized by day, although it is most commonly the same for every day of the week

Right Message, Right People, Right Time!

EXAMPLE PLANNER

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1	BREAKFAST	06:00	11:00	✓ (on)	✓ (on)	03
2	LUNCH/DINNER	11:00	20:00	– (off)	– (off)	00
3	DRINK PROMO	06:00	01:00	✓ (on)	✓ (on)	05
4						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1	HAND WASHING	06:00	01:00	1 Hr	ALL	YES
2	CHANGE SANITIZER	06:00	01:00	4 Hr	ALL	YES
3						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1	BACK DOOR DAY	06:00	01:00	5 min	ALL	YES
2	BACK DOOR NIGHT	20:00	01:00	5 min	ALL	YES
3						

SCHEDULE

	START TIME	STOP TIME	NOTES
1	06:00	11:00 am	Customer Greeting #1
2	11:00	20:00 pm	Customer Greeting #2
3	06:00	01:00 am	Customer Greeting #3, Reminder #1 and #2
4	06:00	20:00 am	Alert #1
5	20:00	01:00 am	Alert #2
6			

NOTE: You can set up to 12 different time schedules

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
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8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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2						
3						
4						
5						
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7						
8						
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10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
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Right Message, Right People, Right Time!**CUSTOMER GREETINGS**

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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Right Message, Right People, Right Time!**CUSTOMER GREETINGS**

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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Right Message, Right People, Right Time!**CUSTOMER GREETINGS**

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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REMINDERS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
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ALERTS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
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SCHEDULE

	START TIME	STOP TIME	NOTES
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9. **IMPORTANT NOTICES**

FCC Regulation

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by HM Electronics, Inc. could void the users authority to operate this equipment.

The antenna(s) used for the base transmitter must be installed to provide a separation distance of at least 7.87 inches (20 cm) from all persons, and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device has been designed to operate with the antennas or antenna kits listed below, and having a maximum gain of 2dBi.

Antennas/Kits not included in this list or having a gain greater than 2dBi are strictly prohibited for use with this device. The required antenna impedance is 50 ohms.

1. Antenna: NEARSON, S181TR-2450R, 2dBi
2. Antenna Kit: HME, EC20 (P/N G28493-1), 0dBi
3. Antenna Kit: HME, EC10 (P/N G27706-1)

Industry Canada (IC)

This device complies with Industry Canada license exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

This device complies with Health Canada's Safety Code. The installer of this device should ensure that RF radiation is not emitted in excess of the Health Canada's requirement. Information can be obtained at:

http://www.hc-sc.gc.ca/ewh-sem/pubs/radiation/radio_guide-lignes_direct-eng.php

"Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment."

Hereby, HM Electronics, Inc., declares that EOS HD is in compliance with the essential requirements and other relevant provisions of Radio Equipment Directive 2014/53/EU. In AFH mode, EOS HD complies with European Telecommunications Standards Institute (ETSI) harmonized European standard EN 300 328. Dealers, Distributors or Installers operating in a CE regulated country that switch off or disable AFH will render the product non-compliant with the directive and will be considered the manufacturer of the product.

CE BASE STATION ADAPTIVE FREQUENCY HOPPING

Background

The HME EOS HD wireless system utilizes a Frequency Hopping Spread Spectrum (FHSS) radio in order to provide robust communications. This system operates in the unlicensed 2.4 GHz band. With the proliferation of other devices over the past few years in the same 2.4 GHz band, instances where these devices and systems can interfere with each other has greatly increased. The European Union has updated the radio standards for equipment operating in this band in an attempt to reduce interference between equipment from different manufacturers. This European Telecommunications Standards Institute (ETSI) harmonized European standard is known as EN 300 328.



Waste Electrical and Electronic Equipment (WEEE)

The European Union (EU) WEEE Directive (2012/19/EU) places an obligation on producers (manufacturers, distributors and/or retailers) to take-back electronic products at the end of their useful life. The WEEE Directive covers most HME products being sold into the EU as of August 13, 2005. Manufacturers, distributors and retailers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging which indicates that this product was put on the market after August 13, 2005 and must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of the user's waste equipment by handing it over to a designated collection point for the recycling of WEEE. The separate collection and recycling of waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local authority, your household waste disposal service or the seller from whom you purchased the product.



Regulatory Model Numbers

The EOS|HD Base Station, BASE6200, has a Regulatory Model Number of 1401.

The EOS|HD Headset, HS6200 and HS6300, have a Regulatory Model Number of 1402.

The EOS|HD Beltpac, COM6200, has a Regulatory Model Number of 1403.

Brazil

“Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela Resolução 242/2000, e atende aos requisitos técnicos aplicados” Para maiores informações, consulte o site da ANATEL www.anatel.gov.br



China

BASE6200 (1401) Regulatory ID number — CMIIT ID: 2014DJ4271

HS6200 and HS6300 (1402) Regulatory ID number — CMIIT ID: 2014DJ4272

Indonesia

BASE6200 (1401) Regulatory ID number — 37991/SDPPI/2014 3710

HS6200 and HS6300 (1402) Regulatory ID number — 38040/SDPPI/2014 3710

Korea

해당 무선설비는 전파혼신 가능성이 있으므로 인명안전과 관련된 서비스는 할 수 없음 이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

Custom Union



Taiwan

注意!

依據低功率電波輻射性電機管理辦法第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功。

第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信規定作業之無線電信。

低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Thailand

This telecommunication equipment conforms to NTC technical requirements.

Vietnam

BASE6200 (1401) Regulatory ID

HS6200 and HS6300 (1402) Regulatory ID is exempted



Qatar

BASE6200 (1401) Regulatory ID - ictQATAR Approval reg No: CRA/SA/2016/R-5661

HS6200 and HS6300 (1402) Regulatory ID - ictQATAR Approval reg No: CRA/SA/2016/R-5662

Ukraine



UAE

BASE6200	HS6200	HS6300
TRA REGISTERED NO. ER35444/14 DEALER NO. 1020640	TRA REGISTERED NO. ER36227/14 DEALER NO. 1020640	TRA REGISTERED NO. ER36227/14 DEALER NO. 1020640

General battery safety instructions for battery model BAT50

General Battery Safety Instructions for Battery Model BAT50

BAT50 is specifically designed only for use with product(s) offered by:

HM Electronics Inc. (HME)

SAFETY PRECAUTIONS

To ensure the safety and reliability of your Battery, follow the guidelines in this section.

Using the Battery



WARNING!

Do Not Abuse/Modify Battery Packs

Lithium-ion cells and battery packs may get hot, explode or ignite and cause serious injury if modified or abused.

Follow the safety instructions below:

- Do not place the battery in fire or heat the battery.
- Do not connect the battery backward, so the polarity is reversed.
- Do not connect the positive terminal and negative terminal of the battery to each other with any metal object (such as a wire).
- Do not carry or store the battery together with necklaces, hairpins or other metal objects.
- Do not pierce the battery with nails, strike the battery with a hammer, step on the battery or otherwise subject it to strong impacts or shocks.
- Do not solder directly onto the battery.
- Do not expose the battery to water or salt water, or allow the battery to get wet.
- Do not disassemble or modify the battery. The battery contains safety and protection devices which, if damaged, may cause the battery to generate heat, explode or ignite.
- The protection circuit module provided with battery packs is not to be used as a substitute for a shutoff switch.
- Do not place the battery in or near fire, on stoves or in other high temperature locations.
- Do not place the battery in direct sunlight, or use or store the battery in cars in hot weather. Doing so may cause the battery to generate heat, explode or ignite. Using the battery in this manner may also result in a loss of performance or shortened life expectancy.
- When the battery is worn out, insulate the terminals with adhesive tape or a similar non-conducting material before disposal.
- Immediately discontinue use of the battery if, while using, charging, or storing the battery, the battery emits an unusual smell, feels hot, changes color or shape or appears abnormal in any other way.

- Do not place the battery in microwave ovens, high-pressure containers or on induction cookware.
- Keep batteries out of reach of children.
- Always disconnect the battery before storing or transporting the battery.
- Always store battery in airtight flame proof container away from flammable or corrosive material.



WARNING!

In the event the battery leaks and the fluid gets into one's eye, do not rub the eye. Rinse well with water and immediately seek medical care. If left untreated, the battery fluid could cause damage to the eye.



WARNING!

If the device causes abnormal current to flow, it may cause the battery to become hot, explode, or ignite causing serious injury.

Charger Types

Your battery must only be charged with a HME/Clear-Com recommended charger. Any attempt to use other types of chargers may cause an explosive reaction, fire or chemical burns. Do not assume that the physical form of another battery qualifies the charger for use with the HME/Clear-Com 104G041LF battery.

Charging the Battery

Be sure to follow the warnings listed below while charging the battery. Failure to do so may cause the battery to become hot, explode or ignite and cause serious injury.

- Do not continue charging the battery if it does not recharge as specified HME/Clear-Com User Guide, under charging instructions.
- Do not attach the battery to an external charger, power supply plug or directly to a car's cigarette lighter.
- Always visually inspect your battery before charging and after charging.
- Always allow your battery to cool to its safe ambient temperature before charging after its previous discharge cycle.
- Do not charge battery's on or near any flammable materials, this will help insure that if there is a malfunction it can be contained with the least amount of damage and injury possible.

Recycling the Battery

When the battery reaches the end of its useful life, the spent battery should be disposed of by a qualified recycler or hazardous materials handler. Do not mix this battery with the solid waste stream.

If your business or household does not have a battery recycling program, go to the following URL or copy and paste the following URL into your browser, then enter your zip code for a list of recycling centers:

<http://earth911.com>

Directives de sécurité générales pour les modèles de batterie suivants : BAT50

Directives de sécurité générales pour les modèles de batterie suivants : BAT50

Les batteries BATXX sont spécialement conçues de manière à ne pouvoir être utilisées qu'avec les produits offerts par

PRÉCAUTIONS

En vue d'assurer la sûreté et la fiabilité de votre batterie, respectez les directives indiquées dans cette section.

Utilisation de la batterie



ATTENTION !

Ne pas faire un usage abusif des blocs-piles ni les modifier

Les cellules de lithium-ion et les blocs-piles peuvent devenir chauds, exploser ou prendre feu et ainsi causer des blessures graves si on en fait un usage abusif ou qu'on les modifie.

Respectez les directives de sécurité ci-dessous :

- Ne pas placer la batterie dans le feu ni la faire chauffer.
- Ne pas brancher la batterie à l'envers de manière à ce que la polarité soit inversée.
- Ne pas connecter la borne positive et la borne négative de la batterie l'une à l'autre avec un objet de métal (comme du fil de fer).
- Ne pas transporter ni entreposer la batterie avec des colliers, des épingles à cheveux et d'autres objets de métal.
- Ne pas percer la batterie avec des clous, la frapper avec un marteau, marcher dessus et la soumettre de quelque autre manière que ce soit à des impacts puissants.
- Ne pas faire de soudure directement sur la batterie.
- Ne pas exposer la batterie à l'eau ou à l'eau salée ni à une grande humidité, et ne pas la laisser être mouillée.
- Ne pas démonter ni modifier la batterie. La batterie contient des dispositifs de sécurité et de protection qui, en cas de dommages, pourraient l'amener à chauffer, à exploser ou à prendre feu.
- Ne pas utiliser le module de circuit de protection offert avec les blocs-piles en remplacement d'un contacteur d'isolement.
- Ne pas mettre la batterie dans ou à proximité du feu, sur des cuisinières ou dans d'autres endroits à température élevée.
- Ne pas placer la batterie directement au soleil ni l'utiliser ou l'entreposer dans des voitures par temps chaud. Ceci pourrait l'amener à chauffer, à exploser ou à prendre feu. D'utiliser la batterie de cette manière peut également la rendre moins performante et diminuer son espérance de vie.
- Quand la batterie est usée, isoler les bornes à l'aide de ruban adhésif ou d'un matériau non conducteur semblable avant de la jeter.
- Cesser immédiatement l'utilisation de la batterie si, en cours d'utilisation ou de chargement ou lorsqu'elle est entreposée, elle émet une odeur inhabituelle, dégage de la chaleur, change de couleur ou de forme ou semble anormale de quelque autre manière que ce soit.

- Ne pas mettre la batterie dans des fours à micro-ondes, des contenants à haute pression ou des ustensiles de cuisine à induction.
- Garder les batteries hors de la portée des enfants.
- Toujours débrancher la batterie avant de l'entreposer ou de la transporter.
- Toujours entreposer la batterie dans un contenant étanche à l'épreuve des flammes loin de toute matière inflammable ou corrosive.



ATTENTION !

Si la batterie fuit et que le fluide entre en contact avec l'œil de quelqu'un, ne pas frotter l'œil. Bien rincer à l'eau et tout de suite demander des soins médicaux. Le fluide de la batterie risque de causer des dommages à l'œil si celui-ci n'est pas traité.



ATTENTION !

Si le dispositif cause la circulation d'un courant anormal, il se peut que la batterie chauffe, explose ou prenne feu et cause ainsi des blessures graves.

Types de chargeur

Votre batterie ne devrait être rechargée qu'à l'aide d'un chargeur recommandé par HME/Clear-Com. Toute tentative d'utiliser d'autres types de chargeurs risque d'entraîner une réaction explosive, un feu ou des brûlures chimiques. Ne pas présumer que la forme physique d'une autre batterie fait que le chargeur y correspondant peut être utilisé avec la batterie HME/Clear-Com.

Chargement de la batterie

S'assurer de suivre les avertissements indiqués ci-dessous au moment de charger la batterie. La batterie pourrait sinon chauffer, exploser ou prendre feu et ainsi causer des blessures graves.

- Ne pas continuer à charger la batterie si elle ne se recharge pas de la manière indiquée dans le guide de l'utilisateur HME/Clear-Com, dans la section des directives de chargement.
- Ne pas brancher la batterie à un chargeur externe, à une prise d'alimentation ou directement dans l'allume-cigare d'une voiture.
- Toujours procéder à l'inspection visuelle de la batterie avant ou après son chargement.
- Toujours laisser la batterie refroidir à une température ambiante sécuritaire avant de la charger au terme de son cycle de décharge précédent.
- Ne pas recharger la batterie sur ou à proximité de matériaux inflammables; ceci fera en sorte qu'en cas de mauvais fonctionnement, elle puisse être contenue en causant le moins de dommages et de blessures possible.

Recyclage de la batterie

Quand la batterie atteint la fin de sa vie utile, il devrait revenir à une entreprise de recyclage qualifiée ou à une entreprise de gestion des matériaux dangereux de s'en débarrasser. Ne pas mélanger cette batterie au courant de déchets solides.

Si votre entreprise ou votre foyer ne participe à aucun programme de recyclage des batteries, cliquez sur l'adresse URL suivante ou collez-la dans votre navigateur, puis entrez votre code postal en vue d'obtenir une liste de centres de recyclage : <http://earth911.com>

Instrucciones generales de seguridad para baterías para cada modelo de batería: BAT50

Instrucciones generales de seguridad para baterías para cada modelo de batería: BAT50

Las baterías BATXX están diseñadas específicamente para usarse solo con el(los) producto(s) que ofrezca:

HM Electronics Inc. (HME)

PRECAUCIONES DE SEGURIDAD

Para garantizar la seguridad y la fiabilidad de su batería, siga las directrices en esta sección.

Al usar la batería



¡ADVERTENCIA!

No dañe ni modifique los empaques de las baterías

Si las celdas de iones de litio y los empaques de las baterías se modifican o dañan, pueden recalentarse, explotar o incendiarse y causar heridas graves.

Siga las instrucciones de seguridad que se indican a continuación:

- No exponga la batería al fuego ni la caliente.
- No conecte la batería al revés, de modo que la polaridad estuviera invertida.
- No conecte la terminal positiva con la negativa usando objetos metálicos (como un alambre).
- No almacene ni lleve las baterías junto con collares, horquillas u otros objetos metálicos.
- No perforo con clavos, golpee con martillo ni pise la batería, ni la someta de manera alguna a golpes fuertes.
- No suelde directamente sobre la batería.
- No exponga la batería al agua, sea dulce o salada, ni a la humedad alta, ni permita que se humedezca o se moje la batería.
- No desarme ni modifique la batería. La batería contiene dispositivos de seguridad y de protección que, si se dañan, pueden causar que la batería genere calor, explote o se incendie.
- El módulo de circuito de protección incluido en los empaques de las baterías no debe usarse como sustituto de un interruptor de apagado.
- No exponga la batería al fuego ni cerca de este, en estufas ni en lugares de altas temperaturas.
- No exponga la batería bajo la luz solar directa ni use o almacene la batería en un carro en climas calientes. Hacer lo anterior, podría generar que la batería genere calor, explote o se incendie. Asimismo, usar la batería de esta manera podría resultar en una pérdida de rendimiento o disminución de la expectativa de vida útil del equipo.
- Cuando la batería se desgaste, aisle las terminales con cinta adhesiva u otro material similar que no sea conductor, antes de deshacerse de ella.
- Deje de utilizar inmediatamente la batería si, mientras la usa, carga o almacena, esta emite un olor inusual, se siente caliente, cambia de color o forma o parece anormal de cualquier otra manera.

- No coloque la batería en hornos microondas, contenedores de alta presión ni en materiales de cocina inducida.
- Mantenga las baterías fuera del alcance de los niños.
- Desconecte siempre la batería antes de almacenarla o transportarla.
- Almacénela siempre en contenedores estrictamente resistentes al fuego lejos de materiales inflamables o corrosivos.



¡ADVERTENCIA!

En caso de que la batería gotee y le entre el fluido en los ojos, no se los restriegue. Enjuague bien con agua y busque asistencia médica inmediatamente. Si no recibe tratamiento, el fluido de la batería podría causarle daño en sus ojos.



¡ADVERTENCIA!

Si el dispositivo causa que fluya corriente anormal, puede causar que la batería se caliente, explote o se incendie y cause heridas graves.

Tipos de cargador

Su batería debe cargarla únicamente con un cargador recomendado por HME/Clear-Com. Si intenta usar otro tipo de cargador, puede causar una reacción explosiva, incendio o quemaduras con sustancias químicas. No asuma que la forma física de otra batería permita que el cargador de esta puede usarse con la batería de HME/Clear-Com.

Cargar la batería

Asegúrese de seguir las advertencias que se describen más abajo mientras carga su batería. Si no lo hace, puede causar que la batería se caliente, explote o se incendie y cause heridas graves.

- No siga cargando la batería, si no se recarga como se especifica en la guía para el usuario de HME/Clear-Com, según las instrucciones de carga.
- No conecte la batería a un cargador externo, conector de energía ni directamente al encendedor de cigarrillos de un carro.
- Inspeccione siempre visualmente su batería antes y después de cargarla.
- Deje siempre que su batería se enfríe hasta que esté en su temperatura ambiental segura antes de cargar, después de su ciclo anterior de descarga.
- No cargue las baterías sobre ningún tipo de material inflamable. Esto asegurará que, si hay una falla de funcionamiento, se pueda contener con la menor cantidad posible de daños y heridas.

Reciclar la batería

Cuando la batería llegue al fin de su vida útil, un reciclador calificado o una persona encargada de manipular materiales peligrosos deberían encargarse de desecharla. No mezcle esta batería con el flujo de residuos sólidos.

Si su negocio u hogar no tiene un programa de reciclaje de baterías, vaya a la siguiente dirección URL o pegue la siguiente dirección en su navegador y, luego, introduzca su código postal para obtener una lista de los centros de reciclaje:

<http://earth911.com>

배터리 모델의 일반적인 배터리 안전 지침: BAT50

BATXX 배터리는 다음 회사에서 제공하는 제품과 함께 사용하도록 특별히 설계되었습니다

다: HM Electronics Inc. (HME)

안전 주의사항

배터리의 안전과 신뢰성을 보장하려면 이 섹션의 지침을 따르십시오.

배터리 사용



경고!

배터리 팩을 개조하거나 과도하게 사용하지 마십시오.

리튬 이온 셀 및 배터리 팩을 개조하거나 과도하게 사용하면 뜨거워지거나 폭발하거나 발화되어 심각한 부상을 입을 수 있습니다.

아래의 안전 지침을 따르십시오:

- 배터리를 불 속에 넣거나 가열하지 마십시오.
- 배터리를 거꾸로 연결하지 마십시오. 그러면 극성이 바뀌게 됩니다.
- 배터리의 양극 단자와 음극 단자를 금속 물체(전선 등)로 서로 연결하지 마십시오.
- 배터리를 목걸이, 머리핀 또는 기타 금속 물체와 함께 휴대하거나 보관하지 마십시오.
- 배터리를 손톱으로 흠집을 내거나, 망치로 두드리거나, 밟거나 강한 충격을 가하지 마십시오.
- 배터리에 직접 납땜하지 마십시오.
- 배터리를 물이나 바닷물 또는 높은 습도에 노출시키거나 젖지 않도록 하십시오.
- 배터리를 분해하거나 개조하지 마십시오. 배터리에는 안전 장치와 보호 장치가 포함되어 있고, 손상될 경우 배터리가 뜨거워지거나 폭발하거나 발화할 수 있습니다.
- 배터리 팩과 함께 제공되는 보호 회로 모듈은 차단 스위치의 대체품으로 사용되어서는 안 됩니다.
- 배터리를 화기 근처나 난로 위 또는 기타 고온이 발생하는 장소에 두지 마십시오.
- 배터리를 직사광선이 비치는 곳에 두거나 더운 날씨에 자동차 안에서 사용하지 마십시오. 그러면 배터리가 뜨거워지거나 폭발하거나 발화할 수 있습니다. 그러한 방식으로 배터리를 사용하면 성능이 저하되거나 예상 수명이 단축될 수 있습니다.
- 배터리를 다 쓴 후에 폐기하기 전에 단자를 접착 테이프 또는 이와 유사한 비전도성 재료로 절연 처리하십시오.
- 배터리를 사용, 충전하거나 보관하고 있는 동안, 배터리에서 이상한 냄새가 나거나 뜨거워지거나 색이나 모양이 변하거나 기타 비정상적인 상태를 보이면 즉시 사용을 중단하십시오.
- 전차레인지, 고압 용기 또는 인덕션 조리기구에 배터리를 넣지 마십시오.
- 배터리를 어린이의 손이 닿지 않는 곳에 두십시오.
- 배터리를 보관하거나 운반하기 전에 항상 분리하십시오.
- 항상 가연성 또는 부식성 물질이 없는 밀폐된 방열 용기 안에 배터리를 보관하십시오.



경고!

배터리가 새어나와 액체가 눈에 들어가면 눈을 문지르지 마십시오. 물로 잘 씻은 다음 즉시 병원으로 가십시오. 치료하지 않고 그대로 두면 배터리 액체로 인해 눈이 손상될 수 있습니다.



경고!

기기에 비정상적인 전류가 흐를 경우, 배터리가 뜨거워지거나 폭발하거나 발화되어 심각한 부상을 입을 수 있습니다.

충전기 유형

이 배터리는 HME/Clear-Com 권장 충전기뿐만 충전해야 합니다. 다른 유형의 충전기를 사용할 경우 폭발 위험이 있으며 화재나 화상을 입을 수 있습니다. HME/Clear-Com 배터리용 충전기를 다른 형태의 배터리에도 사용할 수 있다고 가정하지 마십시오.

배터리 충전

배터리를 충전하는 동안 아래 명시된 경고를 따르십시오. 그렇지 않으면 배터리가 뜨거워지거나 폭발하거나 발화되어 심각한 부상을 입을 수 있습니다.

- HME/Clear-Com 사용 설명서의 충전 지침에 나오는 대로 충전되지 않으면 배터리를 계속 충전하지 마십시오.
- 배터리를 외부 충전기, 전원 플러그 또는 자동차의 시가ライター에 직접 연결하지 마십시오.
- 충전하기 전과 충전한 후에 항상 배터리를 육안으로 점검하십시오.
- 방전 사이클을 거친 후 배터리를 충전하기 전에 항상 안전한 주변 온도에 맞게 식히십시오.
- 가연성 물질이 있는 곳이나 근처에서 배터리를 충전하지 마십시오. 그러면 오작동이 발생할 경우 손상이나 부상 가능성을 최소화할 수 있습니다.

배터리 재활용

배터리의 수명이 다하면 유자격 재활용 업체나 위험 물질 취급업체를 통해 다 쓴 배터리를 폐기 처리해야 합니다. 이 배터리가 일반 쓰레기와 함께 섞이지 않도록 하십시오.

회사나 주거지에 배터리 재활용 프로그램이 없는 경우, 다음 URL로 이동하거나 브라우저에 URL을 복사하여 붙여넣고, 재활용 센터 목록의 우편번호를 입력하십시오: <http://earth911.com>



有毒有害物质或元素表

Table of Toxic and Hazardous Substances

部件名称	有毒有害物质或元素					
Names of Parts	Toxic and Hazardous Substances or Elements					
	铅 (Pb)	镉 (Cd)	汞 (Hg)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
6200基站 Top assembly BASE6200 (G29124-2ZA1)	X	O	O	O	O	O
基站电路板 Audio PCB (G29113-2A1)	X	O	O	O	O	O
收发器电路板 XCVR PCB (G28381-1D1)	X	O	O	O	O	O
AC50电池充电器 AC50 G28550-1	X	O	O	O	O	O
电源器 453G018 CCC P/S	O	O	O	O	O	O
<p>O: 表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。</p> <p>O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirements in SJ/T11363-2006</p> <p>X: 该有毒有害物质至少在该部件的某一均质材料中的含量超出SJ/T11363-2006标准规定的限量要求。</p> <p>X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirements in SJ/T11363-2006</p>						



表的有毒有害物质

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Names of Parts	Toxic and Hazardous Substances or Elements					
	铅 Pb	镉 Cd	汞 Hg	六价铬 Cr6+	多溴联苯 PBB	多溴二苯醚 PBDE
HS6200头佩戴式耳麦 Top Assembly HS6200 (G29090-1Z3)	X	O	O	O	O	O
耳机电路板 PCB (G29089-1)	X	O	O	O	O	O
电池 Battery (104036)	O	O	O	O	O	O
<p>O: 表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。</p> <p>O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirements in SJ/T11363-2006</p> <p>X: 该有毒有害物质至少在该部件的某一均质材料中的含量超出SJ/T11363-2006标准规定的限量要求。</p> <p>X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirements in SJ/T11363-2006</p>						



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Names of Parts	Toxic and Hazardous Substances or Elements					
	铅 Pb	镉 Cd	汞 Hg	六价铬 Cr6+	多溴联苯 PBB	多溴二苯醚 PBDE
HS6200头佩戴式耳麦 Top Assembly HS6300 (G29090-1B3)	X	O	O	O	O	O
耳机电路板 PCB (G29089-1)	X	O	O	O	O	O
电池 Battery (104036)	O	O	O	O	O	O
<p>O: 表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。</p> <p>O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirements in SJ/T11363-2006</p> <p>X: 该有毒有害物质至少在该部件的某一均质材料中的含量超出SJ/T11363-2006标准规定的限量要求。</p> <p>X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirements in SJ/T11363-2006</p>						