EOS | HD™

Wireless Drive-Thru Audio System

Operating Instructions

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Figures and Diagrams

The Headset provides basic operating cues in Spanish and French, as follows. Refer also to the Changing Languages instructions on .

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 bateria** 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, ʼhors dʼentente, 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 boutton d'allumage.

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

US Patent 7,920,539 B2

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.

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.
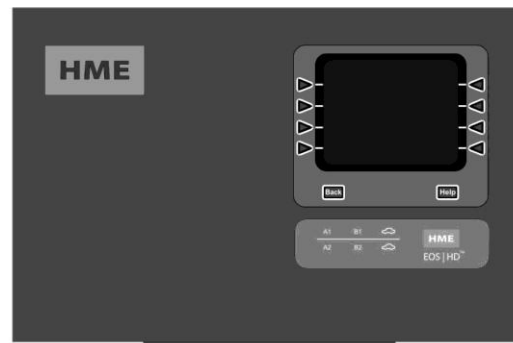
Base Station

Headset

Battery

Battery Charger

Speaker   Microphone

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

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. Internal connectors and controls are shown in .
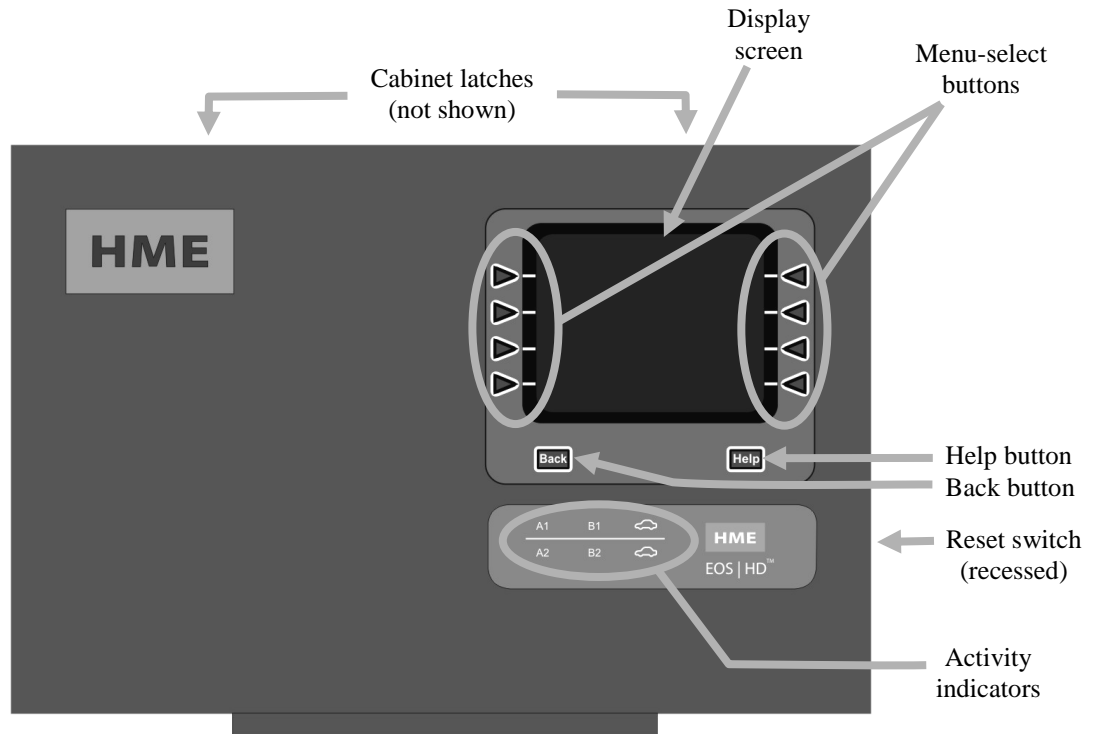
Figure 2.   Base station front panel features

- The **menu-select buttons** are used to make selections from the menu on the display screen.
- The **Help button** can be pushed to obtain information needed in case of problems with the EOS|HD.
- The **Back button** can be pushed to go back to the previous menu display, saving any setting changes or exiting a display screen when no changes have been made.
- The **activity indicators** light up as follows:
  Above the line - Lane 1 activity (single or multiple-lane operations)
  - **A1** lights up when the A button is pushed on any headset in single-lane operations, or on any Lane 1 headset in multiple-lane operations.
  - **B1** lights up when the B button is pushed on any headset in single-lane operations, or on any Lane 1 headset in multiple-lane operations.
  - The **car above the line** lights up when a car is present at the menu board in single-lane operations, or at the Lane 1 menu board in multiple-lane operations.

  Below the line - Lane 2 activity (multiple-lane operations only)
  - **A2** lights up when the A button is pushed on any Lane 2 headset.
  - **B2** lights up when the B button is pushed on any Lane 2 headset.
  - The **car below the line** lights up when a car is present at the Lane 2 menu board.
- When both of the **cabinet latches**, on top of the cabinet are pressed down at the same time, the cabinet can be opened by pulling forward and down.
- The **reset switch** is used to perform a soft restart of the base station. It is located in a small hole on the right side of the base station. To press the reset switch, carefully push a small pointed object, such as an unfolded paper clip, into the hole.

Base Station Display Screen

The **display screen** is where all menu selections will be seen for installer setups and routine operation options.

The display screen will turn off (sleep) if there is no button activity. Pressing any button will turn it back on (wake it up).

> **LANE STATUS**
>
> Vehicle detection: Normal
> Customer Greeter: ✓
> Lane config.: Single
> Speed Team: ✓
>
> For service: 1-800-848-4468
> ◄Menu   Store open   More►
> Tue 05/22/12 10:13:00

The **LANE STATUS** display will be shown on the base station until either the **Menu** or **More** button is pushed.

Press the **Menu** button at the bottom-left of the **LANE STATUS** display to view the **MAIN MENU**, which provides access to system settings. Press the **More** button on the **MAIN MENU** for additional settings.

Press the **More** button at the bottom-right of the **LANE STATUS** display to view additional system status, and then press the **More** button at the bottom-right of any other **STATUS** display. The information on each **STATUS** display shows other base station information needed to operate the system on a network and to identify its version data.

> **MESSAGE STATUS**
>
> Reminder messages: −
> Alert messages: ✓
>
> ◄Menu   More►
> Fri 03/30/12 09:58:30

> **BASE STATUS**
>
> Base ID:
> hme-base6200-000000.hme.com
>
> Audio Fidelity: HD Audio
>
> ◄Menu   More►
> Wed 09/03/14 09:39:01

> **VERSION STATUS**
>
> Host Ver: 1.11.8
> *Make date: Aug 4 14
> ClearSound: 1.0.13
> RF Ver: 115
> DSP1 Ver: 1.10.10 Jul 18
> DSP2 Ver:
> Settings Ver: 1.11
> OS Version: 2.00
> ◄Menu   More►
> Fri 08/15/14 10:18:22

> **NETWORK STATUS**
>
> Link: −   DHCP: ✓
> IP Address: 192.168.001.096
> Subnet: 255.255.000.000
> Gateway: 000.000.000.000
> DNS1: 000.000.000.000
> DNS2: 000.000.000.000
> MAC address: 00.00.00.00.00.00
> ◄Menu   More►
> Thu 02/06/14 09:47:47

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>
> Copyright © 2014
> HM Electronics Inc.
> All rights reserved.
>
> ◄Menu

Headsets

Features and Controls

Power light

Power button

Volume-up button

Channel "A1" button

Channel "A2" button

Transmit light

Channel "B" button

Volume-down button

Figure 3.   Headset controls

How to Wear the Headset

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

Hold microphone boom here to adjust microphone

Figure 4.   Correct wearing of the headset

How to Use the Headset Controls

The control buttons will activate when pressed firmly. Use your fingertips, not your fingernails, to press the buttons.

Power On/Off

● **Power On** — Press and release the power button.
A voice message in the headset will say "headset #, battery full/half/low" and both the power light and the transmit light will flash red. After a short time, the power light will change to steady green for Lane 1 and the transmit light will go off. A voice message in the earpiece will then say "Lane 1 (or 2)."

● **Power Off** — Press and hold the power button for about two seconds. A voice message in the earpiece will say "headset off," and the power light will go off.

Volume Up/Down

● **Volume-Up Adjustment** — Press and release the volume-up **Λ** button. Each time you press the button you will hear a higher pitch beep in the earpiece as the volume increases. When you reach maximum volume, you will hear a high-pitched double beep. If you press and hold the volume-up **Λ** button, you will hear repeating beeps, increasing in pitch until the volume reaches maximum. Then you will hear high-pitched double beeps repeating until you release the volume-up **Λ** button.
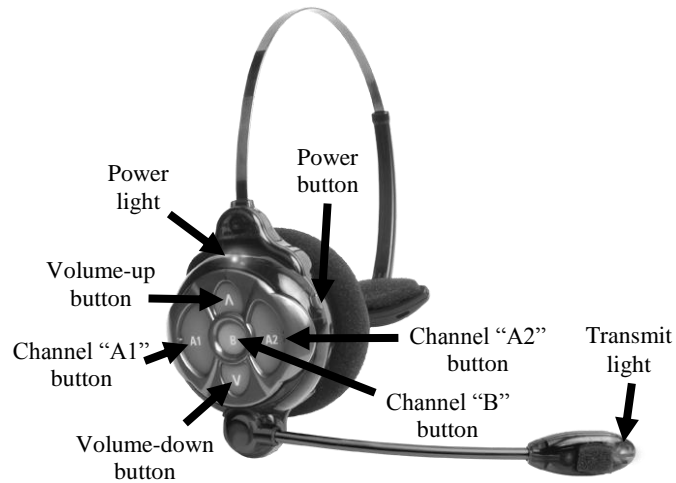
● **Volume-Down Adjustment** — Press and release the volume-down **V** button. Each time you press the button you will hear a lower pitch beep in the earpiece as the volume decreases. When you reach minimum volume, you will hear a low-pitched double beep. If you press and hold the volume-down **V** button, you will hear repeating beeps, decreasing in pitch until the volume reaches minimum. Then you will hear low-pitched double beeps repeating until you release the volume-down **V** button.

Headset Registration

NOTE:

All registered headsets must be turned on, or they will be unregistered when you clear inactive headsets.

If you clear all registrations, you must re-register all headsets.

During installation of the EOS|HD, each headset was registered for use with the base station. The base station recognizes all headsets registered to it when their power is on, and will be able to tell the difference between them and other electronic equipment operating on similar frequencies.

A maximum of 15 headsets can be registered. If one is replaced, you must register the new one before you use it. When a headset is replaced, the old one remains in memory.
If the maximum number of 15 (in memory) is exceeded, the base station HEADSET REGISTRATION display will tell you that 0 more can be registered. If this happens, you may either clear all inactive headsets (not currently turned on) or clear all registered headsets. If you clear all inactive headsets, you can initiate the new registration. Each headset is registered the same way, one at a time.

Register each headset as follows:

- Be certain all headsets to be registered are turned off and the base station power is on. Others can be on or off.
- On the base station **LANE STATUS** display, press the **Menu** button.

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

```
                LANE STATUS

  Vehicle detection:      Normal
  Customer Greeter:       ✓
  Lane config.:           Single
  Speed Team:             ✓

  For service:      1-800-848-4468
▷ ◀Menu      Store open          More▶
            Tue 05/22/12  10:13:00
```
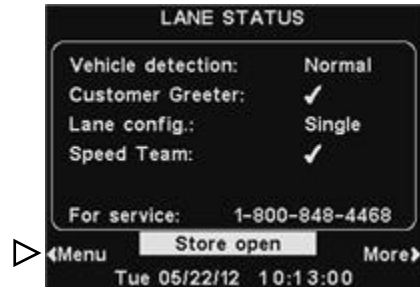
- On the **MAIN MENU**, press the **Register headsets** button.

```
                MAIN MENU

  ◀Vehicle detection        Register▶ ◁
                            headsets

  ◀Operator mode             Service▶

  ◀Message Center

  ◀Volume adjust               More▶
```
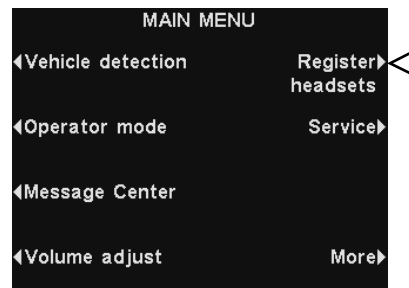
NOTE:
You will be given a warning and allowed to quit or continue before registrations are cleared.

- On the **HEADSET REGISTRATION** display, if you press the **Clear inactive** button, you will unregister only those headsets that are turned off.
- If you press the **Clear all** button, you will unregister all headsets that are registered to the base station, and the base station will automatically restart.

```
           HEADSET REGISTRATION

    0 headsets are
      registered.
   15 more can be
      registered.
    What would you like to do?
  ◀Clear    Audio Fidelity: HD Audio
   inactive

  ◀Clear all               Register▶ ◁
                            headsets
```
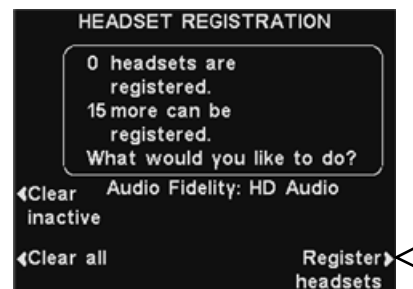
- To register headsets, press the **Register headsets** button on the **HEADSET REGISTRATION** display.

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- On the **TO REGISTER HEADSETS** display, follow the instructions in the box.
- If you are registering only one headset, press the **Register single** button.

```
       TO REGISTER HEADSETS

  For each headset:
  1.Turn OFF the headset.
  2.Press and hold B button.
  3.Press power button.
  4.Release all buttons.
  5.Select single or multi (if
  available) below:

 ▷ Register single     Register multi ◁
```

- If you are registering more than one headset, press the **Register multi** (multiple) button and continue registering each headset, one at a time.

When each registration is successfully completed:

- The ID number assigned to this headset will be shown.
  ID numbers are assigned sequentially as 0 thru 9, A, B, C, D and E.

```
    TO REGISTER HEADSETS            TO REGISTER HEADSETS

  For each headset:               For each headset:
  1 Turn OFF the headset          1 Turn OFF the headset
  REGISTERING SINGLE HEADSET      REGISTERING MULTIPLE HEADSETS


     Status:                         Status:
     Registering...                  Registering...

                                   Press Back button to exit.
```

- When you have finished registering headsets, press the **Back** button to exit the registration mode. You can continue pressing the **Back** button repeatedly until you return to the **MAIN MENU** or **LANE STATUS** display.
- The power light on the headset will remain on steady green.

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.

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 5.

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.

Battery-release
button (blue)
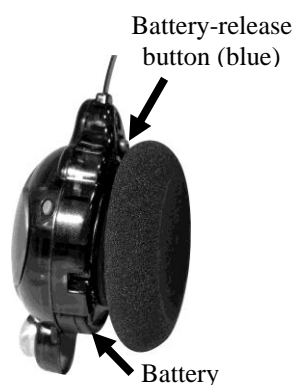
Battery

Figure 5.
Headset battery-release button

Recharge batteries according to the instructions on page 9.

Battery Charger

Up to four batteries can be charged in the charger at the same time. 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 go into the charging ports one way. If they do not go in easily, turn them around. **DO NOT force them.** Push each battery down into a port until it snaps in place, to be sure it makes full contact.

Battery Status Lights:

- 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 next to a battery in a charging port, it means the charge failed. If this happens: (1) Be sure the battery is pushed all the way into the port until it snaps into place to make contact. (2) Try charging 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 6.   Batteries in charger

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.

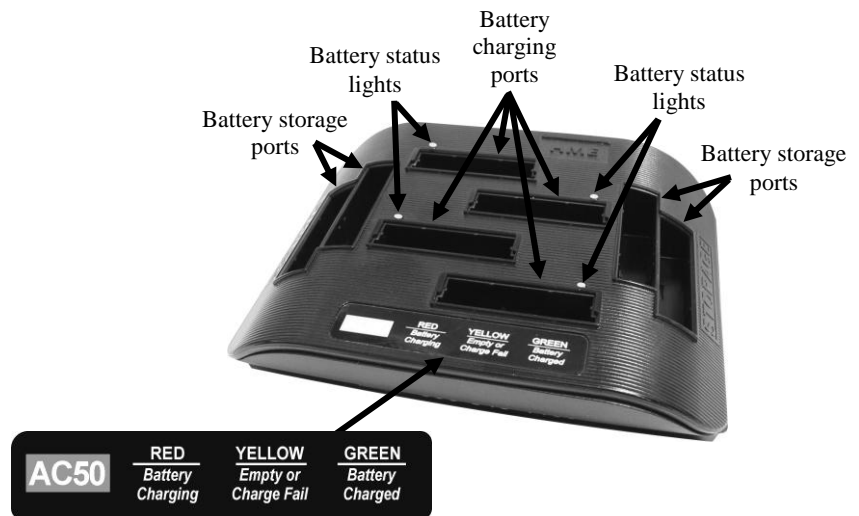A full-duplex system supports HF, AHF, BHF and PTT operation. In HF, AHF and BHF operation, communication can be transmitted and received at the same time, as in a normal telephone conversation. In the AHF mode, transmission and reception are activated automatically when a customer drives into the drive-thru 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 only supports 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.

Refer to the instructions on the following pages for single-lane or dual-lane stores.

NOTE:

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.

Changing Language of Headset Cues

To change the language of the cues heard in the headset from English to French to Spanish 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. Each time you do this, the language of the headset cues will change as the power goes on. When the headset is turned off and on again, the cues will remain in the last language set.

To change to the next language, with the headset power off, again press and hold the volume-down **V** button and the A1 button while you press the power button.

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 when the power goes on.

Single-Lane Operation

Hands-Free (HF) Mode

● With the headset power off, press and hold the volume-up ∧ and B buttons while you press and release the power button to turn it on in the HF mode. The headset will remember this setting.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Touch and release the A1 or A2 button to speak and listen to the customer.
● Touch and release the A1, A2 or B button to end communication with the customer.
● Touch and release the A1 or A2 button if you want to speak to the customer again.
● Use the volume-up ∧ and down ∨ buttons to adjust the customer's voice level in your headset if necessary.
● If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Auto-Hands-Free (AHF) Mode

● With the headset power off, press and hold the volume-up ∧ and A1 buttons while you press and release the power button to turn it on in the AHF mode.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Speak and listen to the customer without pressing any buttons.
● Touch and release the A1, A2 or B button to end communication with the customer.
● Touch and release the A1 or A2 button if you want to speak to the customer again.
● Use the volume-up ∧ and down ∨ buttons to adjust the customer's voice level in your headset if necessary.
● If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

B-Channel Hands-Free (BHF) Mode:

● With the power off, press and hold the B and A2 buttons while you press and release the power button to turn the headset on in the BHF mode.
● This will keep the B channel open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication with the customer.

Push-To-Talk (PTT) Mode

● With the headset power off, press and hold the volume-down ∨ and B buttons while you press and release the power button to turn it on in the PTT mode. The headset will remember this setting.
● As a customer enters the drive-thru lane, you will hear an alert tone (single beep) in your headset, and you will be able to hear the customer at the speaker post or menu board.
● Touch and hold the A1 or A2 button to speak to the customer. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
● Use the volume-up ∧ and down ∨ buttons to adjust the customer's voice level in your headset if necessary.

NOTE:

Only one operator at a time can use the auto-hands-free feature, and this feature must also be enabled on the base station.
If a headset is turned off while in the AHF mode, it will automatically be reset for its previous operating mode.

Multiple-Lane Operation

In a Dual-lane or Y-lane operation, there is one order point per lane. In a Tandem operation, there are two order points in one lane.

Hands-Free (HF) Mode

- With the headset power off, press and hold the volume-up **Λ** and B buttons while you press and release the power button to turn it on in the HF mode. The headset will remember this setting.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak and listen to the customer.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up **Λ** and down **V** buttons to adjust the customer's voice level in your headset if necessary.
- To change lanes, touch and release the opposite A button.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

Auto-Hands-Free (AHF) Mode

- For Lane 1 operation, with the headset power off, press and hold the volume-up **Λ** and A1 buttons while you press and release the power button to turn it on in the AHF mode.
- For Lane 2 operation, with the headset power off, press and hold the volume-up **Λ** and A2 buttons while you press and release the power button to turn it on in the AHF mode.
- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Speak and listen to the customer without pressing any buttons.
- Touch and release the A1, A2 (depending on lane) or B button to end communication with the customer.
- Touch and release the A1 button for Lane 1 or A2 for Lane 2, to speak to the customer again.
- Use the volume-up **Λ** and down **V** buttons to adjust the customer's voice level in your headset if necessary.
- If a customer drives away from the speaker post or menu board, the headset will stop transmitting.

B-Channel Hands-Free (BHF) Mode:

- With the power off, press and hold the B and A2 buttons while you press and release the power button to turn the headset on in the BHF mode.
- This will keep the B channel open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication with the customer.

Push-To-Talk (PTT) Mode

- With the headset power off, press and hold the volume-down **V** and B buttons while you press and release the power button to turn it on in the PTT mode. The headset will remember this setting.

- As a customer enters a drive-thru lane, you will hear an alert tone in your headset (single beep for lane 1, double beep for lane 2), and you will be able to hear the customer at the speaker post or menu board if that lane is selected.
- Touch and hold the A1 button to speak to a customer in Lane 1, or A2 to speak to a customer in Lane 2. Release to stop speaking to the customer (full duplex) or to listen to the customer (half duplex).
- Use the volume-up **Λ** and down **V** buttons to adjust the customer's voice level in your headset if necessary.

Tandem Operation

NOTE:

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. If a headset is turned off while in the AHF mode, it will automatically be reset to its previous operating mode.

Tandem is a special case of multiple-lane operation in which a customer arriving at Order Point #2 can be given a "Please pull forward" message if no customer is present at Order Point #1. Headset operation is the same as described for dual-lane operation.
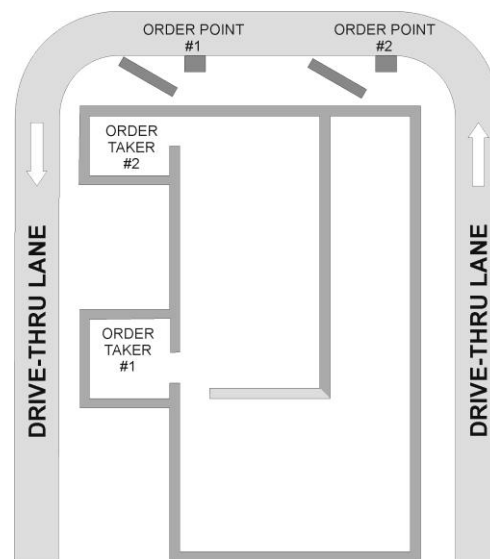
Figure 7.   Typical tandem drive-thru

Internal Communication

If using the BHF mode, the B channel remains open for hands-free communication among crew members. If a customer arrives, B-channel communication will automatically be interrupted to allow communication with the customer.

If not using the BHF mode, to communicate internally with other headset operators, press and hold the B button while talking. Release when finished. In single-lane operations, up to four operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button will hear each other without interference.

In Dual-lane, Y-lane, Tandem or Single/A2 operation, if your system was set up for "Split-B," internal communication will be heard only by headset operators in their lane. If your system was set up for "Combined-B" operation, internal communication will be heard by all operators in both lanes. Up to three operators can have conference-call type communication by all pressing the B button. Everyone pressing the B button 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, which will reduce the number of internal communication channels available.

Speed-Team Operation Mode

Speed-team operation is used during high-volume times. An order taker wearing a headset relays orders from outside into the store, using button A1, A2 or B.

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

Speed-Team Operation

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**.
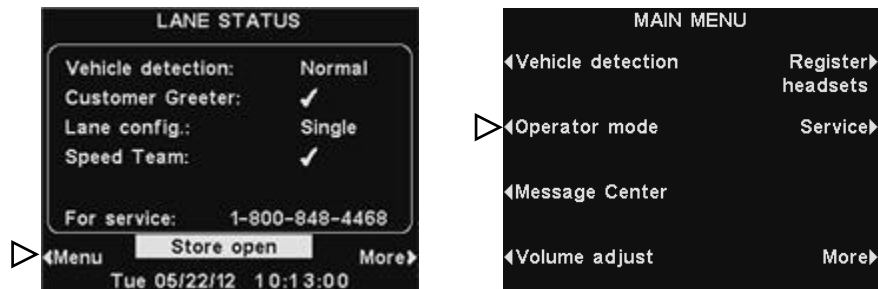
On the **OPERATOR MODE** display, press the **Activate Speed Team** button to highlight ✓(on). To change back to normal operation, return to the **OPERATOR MODE** display and press the **Activate Speed Team** button to highlight ‒(off).
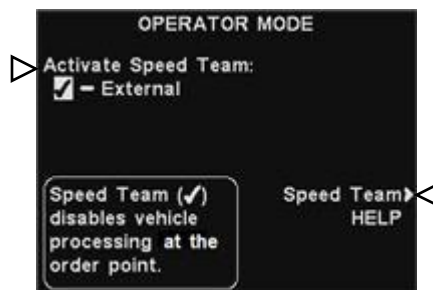
CAUTION:

If Activate Speed Team is ✓(on), many base station functions will be disabled. Vehicle arrival tones and the customer's voice will not be heard during speed-team operation. For normal order taking, the Activate Speed Team setting should be ‒(off).

Press the **Speed Team HELP** button for further explanation.
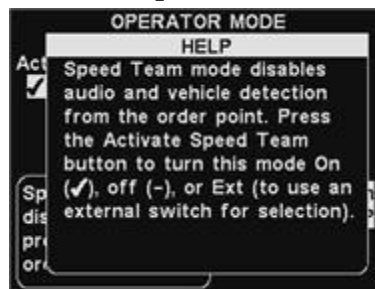
If you have an external speed-team switch, you can select **External** on the **OPERATOR MODE** display, and then use the optional remote speed-team switch to go in and out of speed-team operation.

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

Message Center Operation

NOTE:

Message Center settings are normally made or changed only by authorized personnel such as store managers. Making changes to Message Center settings may require a password.

If a password is needed, see APPENDIX, Access Control.

The Message Center is a central point at which messages can be set up to be triggered by various events during designated time periods, to be sent to customers at the speaker post or to crew members via headsets or ceiling speakers.

Some messages are pre-named and pre-recorded. All messages can be edited and re-recorded to meet your specific requirements. The three types of messages are described below. The table on the next page shows the names and contents of factory pre-set messages. Following the table are detailed instructions of how to set up your Message Center.

At the back of this manual you will find a Message Center Quick Start Guide for planning your message settings.

Customer Greeter messages

Customer Greeter messages are heard by the customer 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 (only for tandem drive-thrus) are pre-recorded. All Customer Greeter messages can be renamed and recorded or re-recorded to meet your store needs.

Reminder messages *

Reminder messages are heard by crew members in their headsets to remind them when routine tasks need to be done. Reminder messages can also be set to play in the ceiling speaker. There are 12 pre-named and pre-recorded Reminder messages that can be named and recorded to meet your store needs. There are also 3 "Empty" messages that can be named and recorded as needed. Reminder messages can be sent to all headsets or targeted only to designated headsets.

Alert messages *

- Alert messages (audio) can be heard by crew members in their headsets to let them know about something that requires attention, such as a door being left open or a customer arriving in the store. Alert messages can be sent to all headsets or only to designated headsets. Alert messages (audio) can also be set to play in ceiling speakers. There are 6 Alert messages that can be triggered by switches in the store that sense conditions such as open doors, and 14 that can be triggered by PC Network commands.
- Alert messages (email/text) can also be sent to designated email recipients, smart phones and other email/texting devices with text information to let the manager know about Alert events in the store.

---

* Reminder and Alert messages can be assigned either Low or High Priority.
Low Priority – If currently playing, Low Priority messages will be terminated when any of these three events occur: **A** press, **B** press, car arrival. After a Low Priority message has been terminated, it will not play again until the next trigger event occurs.
High Priority – If currently playing, High Priority messages will be interrupted when either of these two events occur: **A** press, **B** press. After the interruption has ended, the message will attempt to play again to completion.

MESSAGE CENTER MESSAGES	
NAME	CONTENT

<table>
<tr><td rowspan="12">CUSTOMER GREETER</td><td>All Day 1</td><td>Not pre-recorded.</td></tr>
<tr><td>All Day 2</td><td>Not pre-recorded.</td></tr>
<tr><td>Breakfast 1</td><td>Not pre-recorded.</td></tr>
<tr><td>Breakfast 2</td><td>Not pre-recorded.</td></tr>
<tr><td>Lunch 1</td><td>Not pre-recorded.</td></tr>
<tr><td>Lunch 2</td><td>Not pre-recorded.</td></tr>
<tr><td>Snack 1</td><td>Not pre-recorded.</td></tr>
<tr><td>Snack 2</td><td>Not pre-recorded.</td></tr>
<tr><td>Dinner 1</td><td>Not pre-recorded.</td></tr>
<tr><td>Dinner 2</td><td>Not pre-recorded.</td></tr>
<tr><td>Store Closed</td><td>Thank you for your visit, but we are currently closed. Please visit us again during our normal business hours.</td></tr>
<tr><td>Pull Forward *</td><td>Hello, please pull forward to the next speaker. Thanks. * (Tandem drive-thru only)</td></tr>
<tr><td rowspan="17">REMINDER</td><td>Hand Washing</td><td>Please wash your hands.</td></tr>
<tr><td>Sanitizer</td><td>Please change sanitizer solution.</td></tr>
<tr><td>DR Trash</td><td>Please check the dining room trash.</td></tr>
<tr><td>HACCP</td><td>Please complete the HACCP shift checklist.</td></tr>
<tr><td>Quality Check</td><td>Please complete the shift quality check.</td></tr>
<tr><td>Lot Check</td><td>Please complete a parking lot check.</td></tr>
<tr><td>Restroom Check</td><td>Please check the restrooms.</td></tr>
<tr><td>Pre-Rush</td><td>Please complete the pre-rush tasks for your workstation.</td></tr>
<tr><td>Post-Rush</td><td>Please complete the post-rush tasks for your workstation.</td></tr>
<tr><td>Headset Status</td><td>To check headset status, press and hold A2 and volume down while turning on the power.</td></tr>
<tr><td>Change Language</td><td>To change headset prompt language, press and hold A1 and volume down while turning on the power.</td></tr>
<tr><td>Hands Free ON</td><td>To turn headset hands free mode on, press and hold B and volume up while turning on the power.</td></tr>
<tr><td>Empty 1-3</td><td>Not pre-recorded.</td></tr>
</table>

	NAME	EVENT	CONTENT
ALERT	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	Not pre-recorded.
	Empty	N1 – N14	Not pre-recorded.

Customer Greeter messages are triggered by detection of vehicles in the drive-thru lane, plus time and day.

Reminder messages are triggered by time and day only.

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

Under **EVENT** –
S# refers to a switch-triggered alert.
N# refers to a Network-triggered alert.

Customer Greeter Settings

To set up the time periods and locations for Customer Greeter messages to be played, or to name and/or record Customer Greeter messages, press the **Menu** button on the base station **LANE STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.
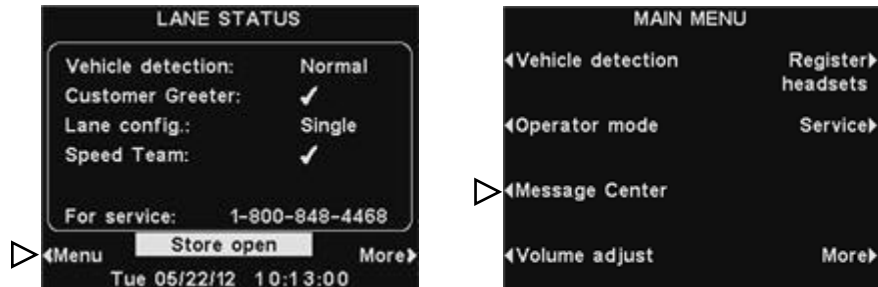
Press the **Customer Greeter** button on the **MESSAGE CENTER MENU**.

To select a message on the **CUSTOMER GREETER** display, press the ▲(up) or ▼(down) button to scroll up or down to highlight the desired message.

To edit the selected message, press the **Edit** button.

Rename Message

To change the name of the selected message, press the **Rename** button on the **EDIT CUSTOMER GREETER** 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.

Turn Message On/Off

To turn the selected message on or off, press the **Message** button on the **EDIT CUSTOMER GREETER** display to highlight either ✓(on) or ▬(off). Press the **Back** button to save this setting.

Review or Record Message

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

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow the instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset where the **B** button is pressed.

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

Follow the instructions under **READY TO RECORD** on the display. You can record a message up to 16 seconds long while you are pressing the headset **B** button. The **Progress** indicator will show you how long you have been recording.

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

Message Schedule

To choose the schedule for the selected message, press the **Schedule** button on the **EDIT CUSTOMER GREETER** display.
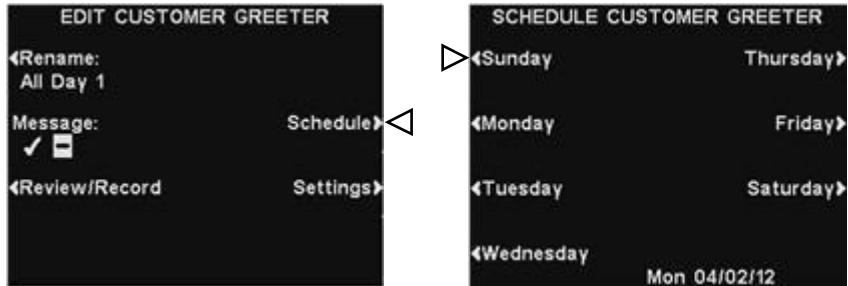
On the **SCHEDULE CUSTOMER GREETER** display, press the button for the day you want the selected message to be played.

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.

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

Message Playback Settings

To edit where the selected Customer message will be heard (in addition to the speaker post), press the **Settings** button on the **EDIT CUSTOMER GREETER** display.

On the **EDIT CUSTOMER GREETER SETTINGS** display, press the button corresponding to the location where you would like the selected message to be heard or not heard, to highlight ✓(on) or ━(off).

If you select **Hear customer: ✓**(on), you will hear a customer at the speaker post, together with the selected Customer Greeter message. If you select **Hear customer: ━**(off), you will not hear the customer until the Customer Greeter message has completed.

The **Hear in headsets** and **Hear in ceiling speaker** settings allow you to choose whether or not to hear the selected Customer Greeter message in those locations.

If you would like a delay after the Customer Greeter message is triggered until it begins playing, select **Delay** on the **EDIT CUSTOMER GREETER SETTINGS** display. 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.

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

NOTE:

*Customer Greeter messages are <u>always</u> directed to the drive-thru speaker in addition to these settings. To stop playback to the drive-thru speaker requires setting the Customer Greeter volume to **0**.*
See <u>Volume Adjustments</u>. 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.

Reminder Message Settings

To set up the time periods and locations for Reminder Messages to be played, or to name and/or record Reminder Messages, press the **Menu** button on the base station **LANE STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.

LANE STATUS

Vehicle detection:	Normal
Customer Greeter:	✓
Lane config.:	Single
Speed Team:	✓
For service:	1-800-848-4468

◄Menu   Store open   More►
Tue 05/22/12 10:13:00

MAIN MENU

◄Vehicle detection   Register►
                           headsets

◄Operator mode   Service►

◄Message Center

◄Volume adjust   More►
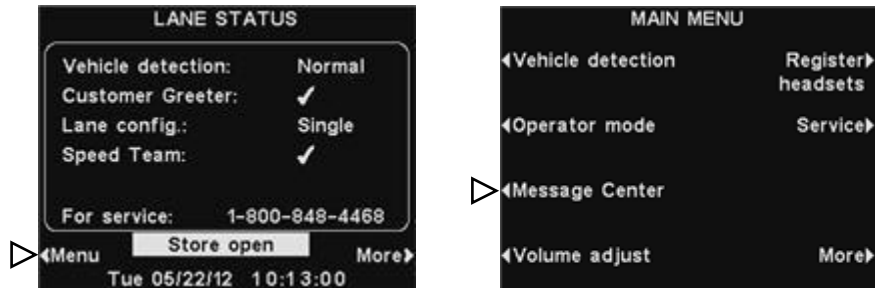
Press the **Reminders** button on the **MESSAGE CENTER MENU**.

MESSAGE CENTER MENU

◄Customer
Greeter

◄Reminder
messages

◄Alert messages

◄Edit schedule
times

REMINDER MESSAGES (MON)

Message	Pri.	Sched.
Hand Washing	L	—
Sanitizer	L	—
DR Trash	L	—
HACCP	L	—
Quality Check	L	—
Lot Check	L	—
Restroom Chk	L	—

Edit►

To select a message on the **REMINDER MESSAGES** display, press the ▲(up) or ▼(down) button to scroll up or down to highlight the desired message. To edit the highlighted message, press the **Edit** button.
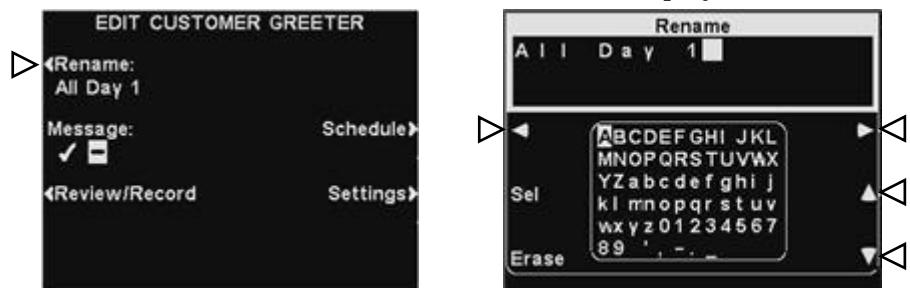
Rename Message

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

EDIT REMINDER MESSAGE

◄Rename:
Hand Washing

Message: Priority:
✓ ▪   High Low

◄Review/Record   Schedule►

                     Settings►

Rename

Hand Washing▪

◄

    ABCDEFGHI JKL   ►
    MNOPQRSTUVWX
    YZabcdefghij
Sel kl mnopqrstuv   ▲
    wxyz01234567
Erase 89 ' , - . _   ▼

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.

Turn Message On/Off

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

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

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset where the **B** button is pressed.

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

Follow the instructions under **READY TO RECORD** on the display. You will have up to 16 seconds to record a message while you are pressing the headset **B** button. The **Progress** indicator will show you how long you have been recording.

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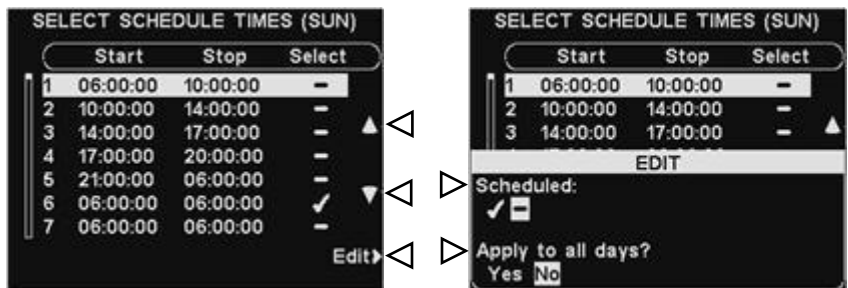
Message Priority

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 this setting.

Message Schedule

To choose the schedule for the selected message , press the **Schedule** button on the **EDIT REMINDER MESSAGE** display.
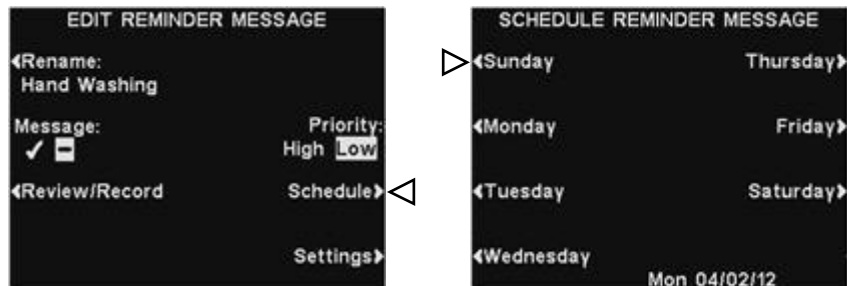
On the **SCHEDULE REMINDER MESSAGE** display, press the button for the day you want the selected message to be played.
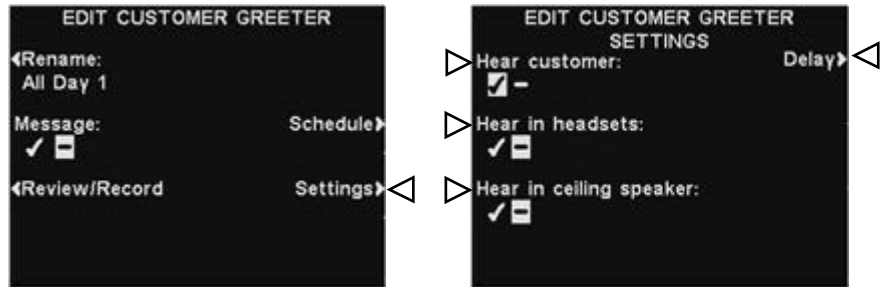

On the **SELECT SCHEDULE TIMES** display, select the time period(s) when you want the selected message to play by pressing the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods. When the desired time period is highlighted, press the **Edit** button.

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.

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

Message Playback Settings

● **Routing** − To choose where the selected Reminder message will be heard, press the **Settings** button on the **EDIT REMINDER MESSAGE** display, and then press the **Headsets** button on the **EDIT REMINDER SETTINGS** display.
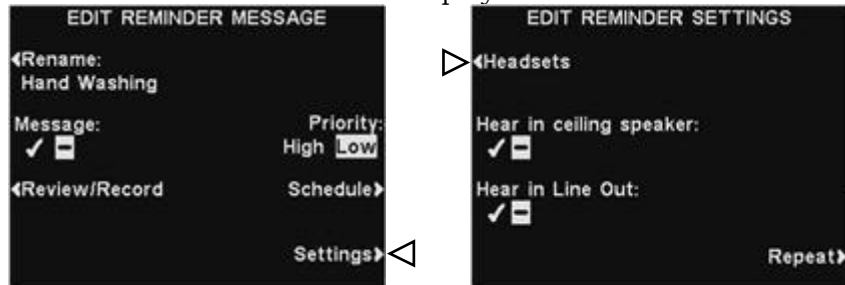
On the **SELECT REMINDER HEADSETS** display, use the ▲(up) and ▼(down) buttons to select a headset number for which you would like to turn the selected Reminder message on or off, and then press the **Edit** button.
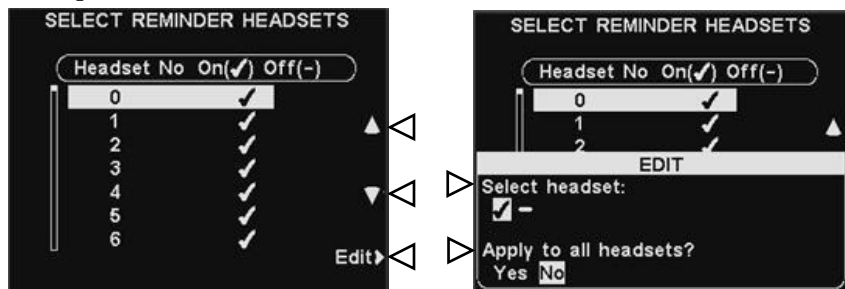
NOTE:
By default, Reminder messages play to <u>all</u> headsets.

To turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✓(on) or −(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**.

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

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 Reminder message in the ceiling speaker or Line Out, you must also 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.

● **Repeats** − To have the Reminder message play repeatedly at
  selected intervals, press the **Repeat** button on the **EDIT
  REMINDER SETTINGS** display. On the **REPEAT INTERVAL**
  display, use the ◄ or ► button to move the highlight left or right
  in the **Time** field for hours, minutes or seconds (HH:MM:SS), and
  use the **+** and **−** buttons to change the number in the highlighted
  box. Setting the repeat interval to all 0's disables repeats.
  To save this setting, press the **Back** button.

```
         EDIT REMINDER SETTINGS

  ‹Headsets


  Hear in ceiling speaker:
  ✓ ▬
  Hear in Line Out:
  ✓ ▬
                         Repeat▶ ◁
```

```
         EDIT REMINDER SETTINGS

  ‹Headsets
               REPEAT INTERVAL
▷ ◄                              ► ◁


       Time:   02:00:59          + ◁
       00:00:00 = No repeat
                                 − ◁
```

Alert Message Settings

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 and then, on the **MAIN MENU** press the **Message Center** button.
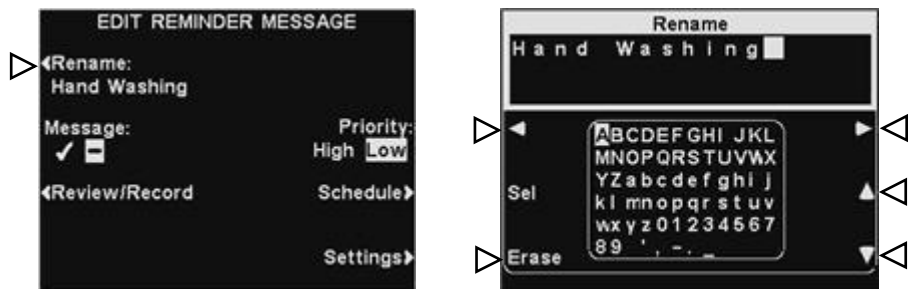
LANE STATUS	MAIN MENU

LANE STATUS

Vehicle detection: Normal
Customer Greeter: ✓
Lane config.: Single
Speed Team: ✓

For service: 1-800-848-4468
◁ ‹Menu Store open More›
Tue 05/22/12 10:13:00

MAIN MENU

‹Vehicle detection Register›
headsets

‹Operator mode Service›

▷ ‹Message Center

‹Volume adjust More›

Press the **Alert messages** button on the **MESSAGE CENTER MENU**.

MESSAGE CENTER MENU

‹Customer
Greeter

‹Reminder
messages

▷ ‹Alert messages

‹Edit schedule
times

ALERT MESSAGES (MON)

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	−

Edit› ◁

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

Rename Message

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

EDIT ALERT MESSAGE

▷ ‹Rename: Message Text:›
Freezer Door Alert text msg 1

Message: Priority:
✓ − High Low

‹Review/ Record Schedule›

Event: Switch 1 Settings›

Rename

F r e e z e r D o o r ▌

▷ ◀ ABCDEFGHI JKL ► ◁
MNOPQRSTUVWX
YZabcdefghi j
Sel kl mnopqrstuv ▲ ◁
wx y z 0 1 2 3 4 5 6 7
89 ' , - . _
▷ Erase ▼ ◁

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.

Turn Message On/Off

```
       EDIT ALERT MESSAGE
◄Rename:              Message Text:►
 Freezer Door         Alert text msg 1

 Message:                  Priority:
 ✓ ▬                       High  Low

◄Review/ Record            Schedule►

 Event: Switch 1           Settings►
```

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 Message

```
       EDIT ALERT MESSAGE
◄Rename:              Message Text:►
 Freezer Door         Alert text msg 1

 Message:                  Priority:
 ✓ ▬                       High  Low

◄Review/ Record            Schedule►

 Event: Switch 1           Settings►
```

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

To listen to the existing message, press the **Review** button on the **REVIEW/RECORD MESSAGE** display. Follow instructions under **READY TO REVIEW** on the display. Press and hold the headset **B** button. The message will be played only to the headset pressing the **B** button.

```
       EDIT ALERT MESSAGE
      REVIEW/RECORD MESSAGE

 Press:
 *Review to hear message.
 *Record to record message
 or Back button to exit.

                Progress:  0Secs
 Review         ▭▭▭▭▭        Record
```
```
       EDIT ALERT MESSAGE
      REVIEW/RECORD MESSAGE

 READY TO REVIEW
 1.Press and hold B button.
 2.Listen in headset earphone
 3.Release B button to stop

                Progress:  0Secs
 Review         ▭▭▭▭▭        Record
```

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

```
       EDIT ALERT MESSAGE
      REVIEW/RECORD MESSAGE

 Press:
 *Review to hear message.
 *Record to record message
 or Back button to exit.

                Progress:  0Secs
 Review         ▭▭▭▭▭        Record
```
```
       EDIT ALERT MESSAGE
      REVIEW/RECORD MESSAGE

 READY TO RECORD
 1.Press and hold B button.
 2.Speak into headset mic
 3.Release B button to stop

                Progress:  0Secs
 Review         ▭▭▭▭▭        Record
```

Follow the instructions under **READY TO RECORD** on the display. You will have up to 10 seconds to record a message 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

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.
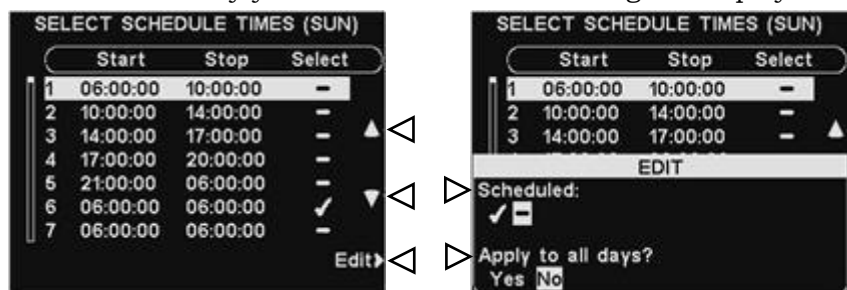
Message Schedule

To choose the schedule for the selected message, press the **Schedule** button on the **EDIT ALERT MESSAGE** display.
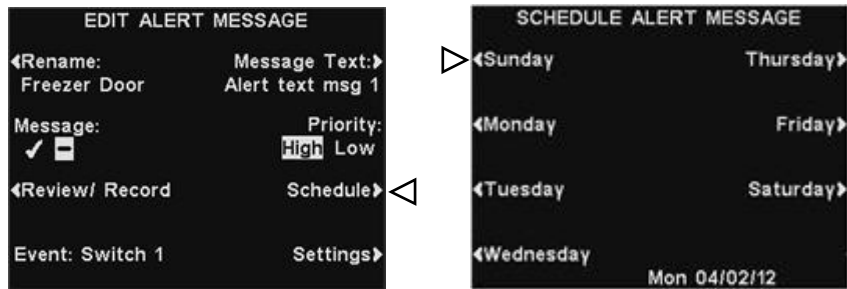
On the **SCHEDULE ALERT MESSAGE** display, press the button for the day you want the selected message to be played.

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 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.

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

Message Playback Settings

● **Routing** – To choose where the selected Alert message will be heard, press the **Settings** button on the **EDIT ALERT MESSAGE** display, and then press the Headsets button on the **EDIT ALERT SETTINGS** display.

On the **SELECT ALERT HEADSETS** display, use the ▲(up) and ▼(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 turn the message on or off in the selected headset, press the **Select headset** button on the **EDIT** display to highlight ✓(on) or ‒(off). To turn the message on or off in all headsets, press the **Apply to all headsets?** button to highlight **Yes** or **No**, and then press the **Back** button.

To have the selected Alert message heard or not heard in the ceiling speaker(s), on the **EDIT ALERT SETTINGS** display, press the **Hear in ceiling speaker** button to highlight ✓(on) or ‒(off).
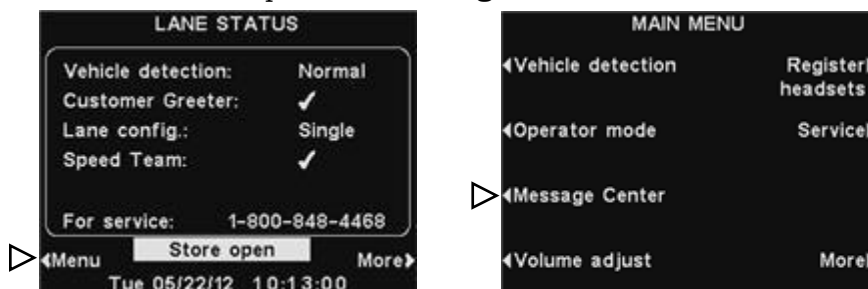
To have the selected Alert message heard or not heard in the line out(s), press the **Hear in Line Out** button to highlight ✓(on) or ‒(off).

● **Delay** – 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:LL), and use the **+** and **–** buttons to change the number in the highlighted box. To save these settings, press the **Back** button.
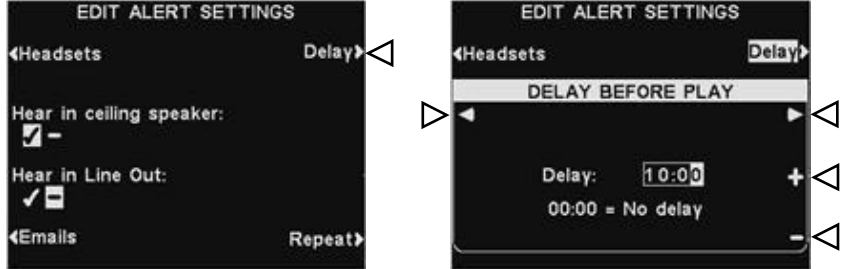
● **Repeats** – To have the Alert message play repeatedly at selected intervals, press the **Repeat** button on the **EDIT ALERT SETTINGS** display. On the **REPEAT INTERVAL** display, use the ◄ or ► button to move the highlight left or right in the **Time** field for hours, minutes or seconds (HH:MM:SS), and use the **+** and **–** buttons to change the number in the highlighted box. Setting the repeat interval to all 0's disables repeats. To save these settings, press the **Back** button.
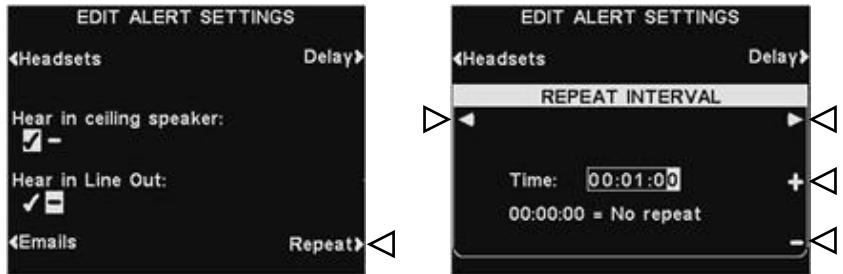
NOTE:

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

Alert Message Email

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.
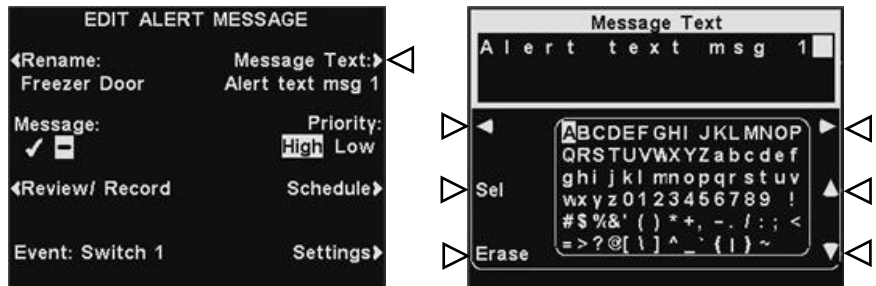
To edit the email text, on the **Message Text** display, use the **Erase** button to clear characters if there is a current email you want to change. Use the ◄, ►, ▲ and ▼ buttons to move the highlight to a character you would like to use in the new email text. Use the **Sel** (select) button to enter the highlighted character in the message. To save the email text, press the **Back** button.

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

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 or off, and then press the **Edit** button.

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.

NOTE:

You may be able to select up to 7 email destinations, depending on your server.

To edit the selected email address, press the **Edit destination address** button on the **EDIT** display. 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.
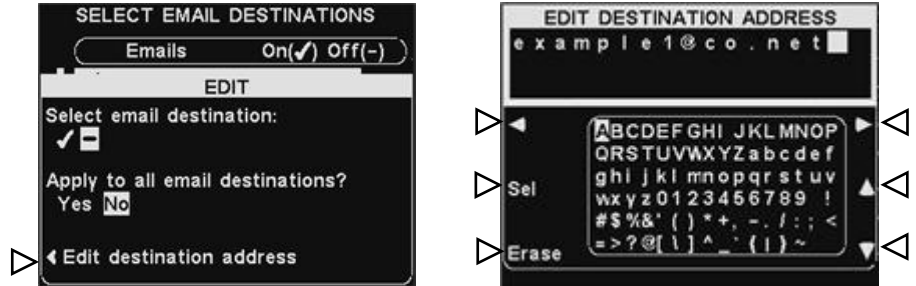
When you are finished, press the **Back** button to save the new email address.

Schedule Times

To set up all the time periods during each day, in which Message Center messages can be scheduled, press the **Menu** button on the base station **LANE STATUS** display and then, on the **MAIN MENU** press the **Message Center** button.

LANE STATUS

Vehicle detection:	Normal
Customer Greeter:	✓
Lane config.:	Single
Speed Team:	✓
For service:	1-800-848-4468

▷ ◄Menu   Store open   More▶
Tue 05/22/12 10:13:00

MAIN MENU

◄Vehicle detection   Register▶
                       headsets

◄Operator mode   Service▶

▷ ◄Message Center

◄Volume adjust   More▶
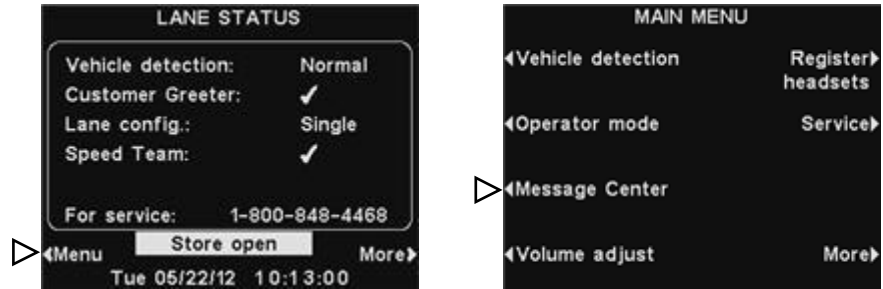
Press the **Edit schedule times** button on the **MESSAGE CENTER MENU**.

MESSAGE CENTER MENU

◄Customer
 Greeter

◄Reminder
 messages

◄Alert messages

▷ ◄Edit schedule
 times

There are 12 possible time periods. To select a time period to be edited, use the ▲(up) and ▼(down) buttons to scroll through the 12 available time periods on the **EDIT SCHEDULE TIMES** display. When the desired time period is highlighted, press the **Edit** button.

EDIT SCHEDULE TIMES

	Start	Stop
1	06:00:00	10:00:00
2	10:00:00	14:00:00
3	14:00:00	17:00:00
4	17:00:00	20:00:00
5	21:00:00	06:00:00
6	06:00:00	06:00:00
7	06:00:00	06:00:00

▲◁ ▼◁ Edit▶◁

Mon 04/02/12 14:04:59

EDIT SCHEDULE TIMES

1 06:00:00   10:00:00
EDIT SCHEDULE TIMES   ◁

▷ ◄   ►◁

Start: 06:00:00

Stop: 10:00:00   +◁

Start = Stop for 24-hours   −◁

Mon 04/02/12 14:05:34
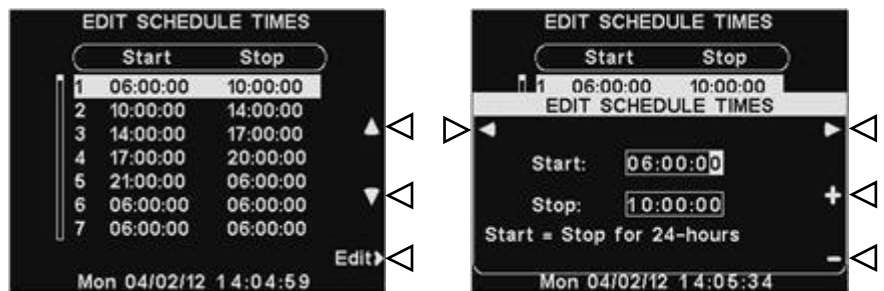
NOTE:
You can schedule a full 24-hour period by setting Start and Stop times the same.

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. 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.

Volume Adjustments

To adjust the volume of inbound and outbound audio, alert tones and message repeater messages, on the base station **LANE STATUS** display, select **Menu** and then, on the **MAIN MENU** select **Volume adjust**.

Press the buttons on the left side of the **VOLUME MENU** to select which volume you want to adjust.
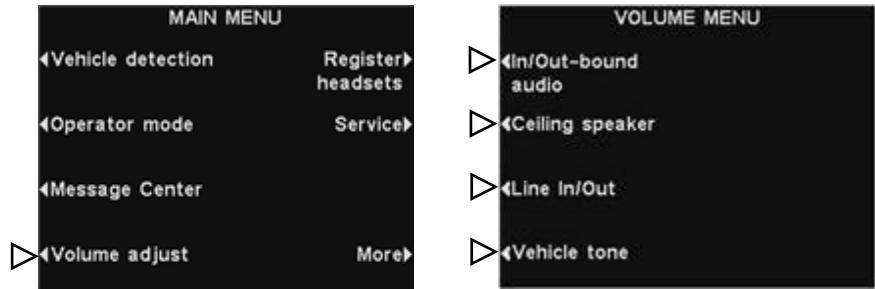
In/Out-bound Audio Volume

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. The first two settings adjust the audio level to and from the outside speaker/microphone and the third setting adjusts the level of the outbound Customer Greeter message from the Message Center. If a volume is set to **0**, that function is turned off and <u>no</u> audio is heard at all. For dual-lane operations, these settings will be available for Lane 1 and Lane 2.

NOTE:

*This **Outbound audio** level will be active whenever any scheduled outbound audio level is not enabled.*
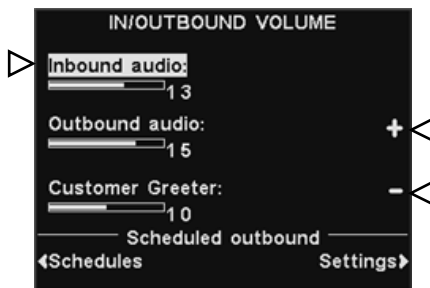
To automatically change the volume level of the outside speaker (for example, to lower the volume at night), under **Scheduled outbound**, select **Schedules** and then **Settings** as follows.
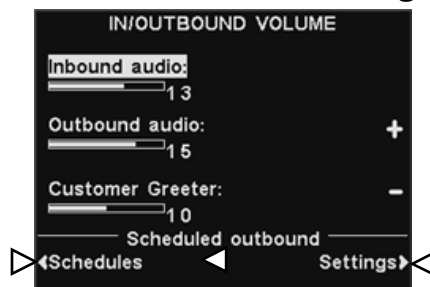
Schedules

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.

To move from one field to the other, repeat pressing the ◄ or ► button until the highlight moves from one field to the other.
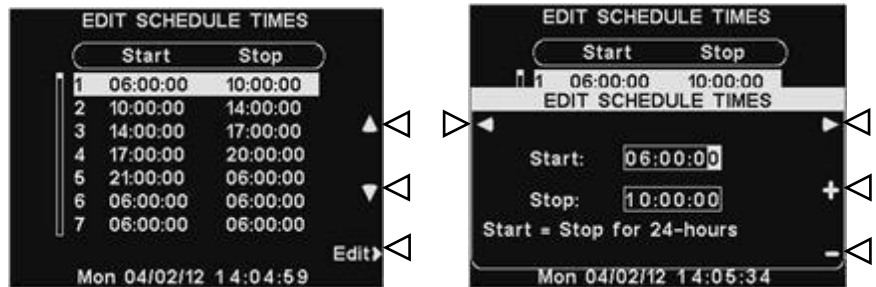
To save these settings, press the **Back** button.

Settings

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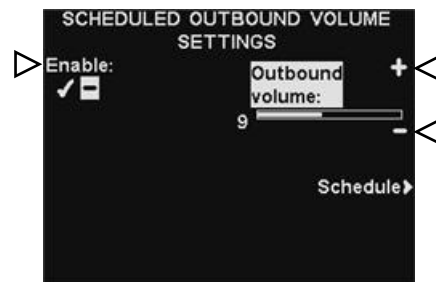
Schedule

To select days when these outbound volume settings can be enabled, on the **SCHEDULED OUTBOUND VOLUME SETTINGS** display, select **Schedule**.
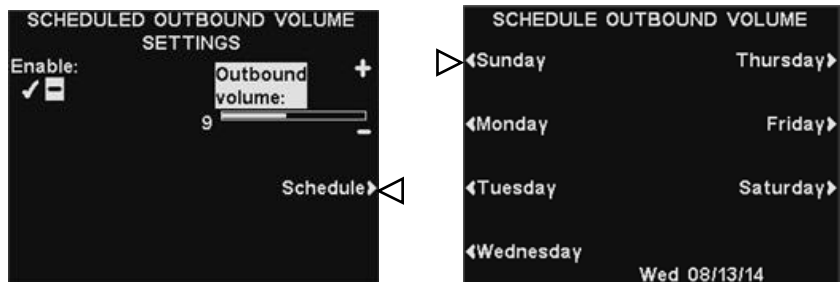
On the **SCHEDULE OUTBOUND VOLUME** display, select the day you want to schedule the outbound volume setting.
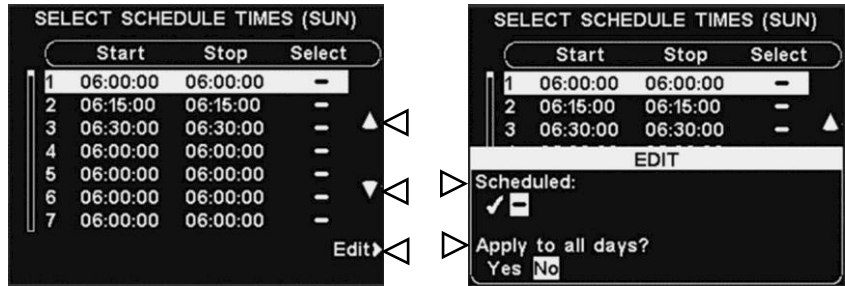
On the **SELECT SCHEDULE TIMES** display, select the time period you want to apply to this day by pressing the ▲(up) and ▼(down) buttons to scroll through the 7 available time periods. When the desired time period is highlighted, press the **Edit** button.

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.

CONFIRMATION

During the day and time any outbound volume setting is scheduled, you can confirm its current activation and level by viewing it in the white box on the **IN/OUTBOUND VOLUME** display.
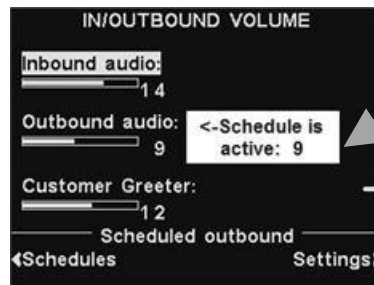
Ceiling Speaker Volume

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 is effectively turned off and <u>no</u> audio will be heard at all.

```
              CEILING SPEAKER VOLUME
                                A channel:
                             0 ▭▭▭▭▭▭

  ▷ Vehicle tone:              B channel:
       ▬▬▬▬                 0 ▭▭▭▭▭▭
              0

     Inbound audio:                 +  ◁
       ▭▭▭▭▭▭
              0
     Message:                       −  ◁
       ▭▭▭▭▭▭
              0
```
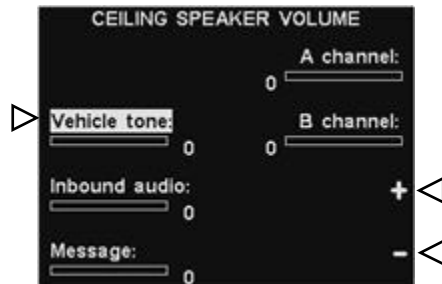
To save these settings, press the **Back** button.

Line In/Out

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.

```
              LINE IN/OUT VOLUME


  ▷ Line In:
       ▬▬▬▭▭▭ 10

     Line Out:                      +  ◁
       ▬▭▭▭▭▭ 10

                                    −  ◁
```
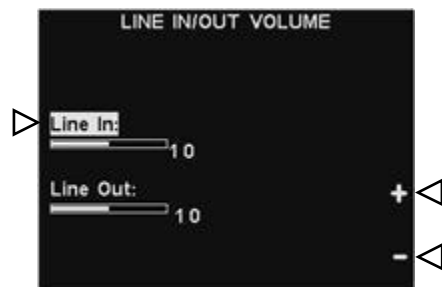
To save these settings, press the **Back** button.

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.

```
              VEHICLE TONE VOLUME



  ▷ Vehicle tone to headset:

       ▬▬▭▭▭▭ 6
                                    +  ◁

                                    −  ◁
```
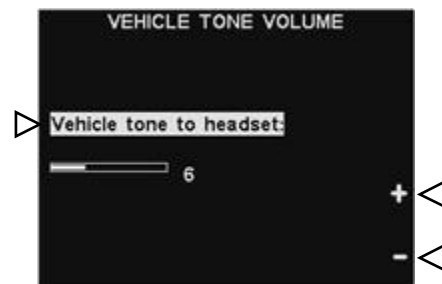
To save these settings, press the **Back** button.

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 9.

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.
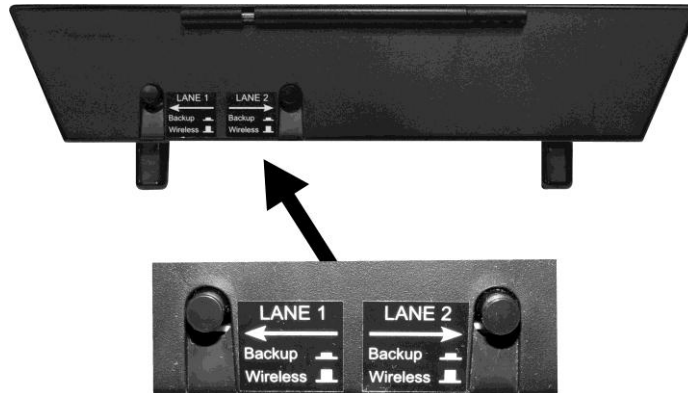
Figure 8.   Wired backup switches on bottom of base station

Vehicle Detection

You can test the vehicle detector function by simulating a vehicle arrival at the speaker post or menu board.

Before doing this, be sure there is no car (or metal object) at the detection point.

Press the **Menu** button on the base station **LANE STATUS** display and then press the **Vehicle detection** button on the **MAIN MENU**.

<table>
<tr><td colspan="2">LANE STATUS</td></tr>
<tr><td>Vehicle detection:</td><td>Normal</td></tr>
<tr><td>Customer Greeter:</td><td>✓</td></tr>
<tr><td>Lane config.:</td><td>Single</td></tr>
<tr><td>Speed Team:</td><td>✓</td></tr>
<tr><td>For service:</td><td>1-800-848-4468</td></tr>
<tr><td>◄Menu   Store open</td><td>More►</td></tr>
<tr><td colspan="2">Tue 05/22/12 10:13:00</td></tr>
</table>

MAIN MENU
◄Vehicle detection   Register►
                            headsets
◄Operator mode   Service►
◄Message Center
◄Volume adjust   More►
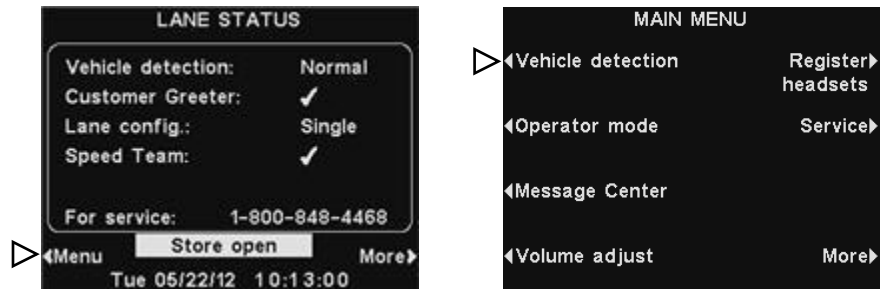
On the **VEHICLE DETECTION** display, press the **Mode** button to select **Override**. This will cause the vehicle alert tone to be played in headsets, followed by inbound audio from the outside speaker. If enabled, a Customer Greeter message will also be played. To return to normal operation, press the **Mode** button again to select **Normal**.

VEHICLE DETECTION
► Mode:
  Normal
  Override
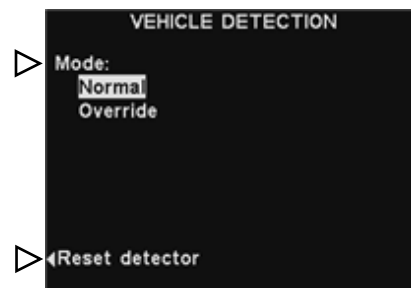
►◄Reset detector

If you experience a problem with vehicle detection, such as the inbound audio not shutting off from the outside speaker or no alert tone when a vehicle arrives, you can reset the Vehicle Detector by pressing the **Reset detector** button on the **VEHICLE DETECTION** display, and then pressing the **Yes** button to reset Vehicle Detector(s).

RESET VEHICLE DETECTOR

Are you sure you want to reset Vehicle Detector(s)?

Yes►◄

RESET VEHICLE DETECTOR

RESETTING VEHICLE DETECTOR

Status:
Reset completed
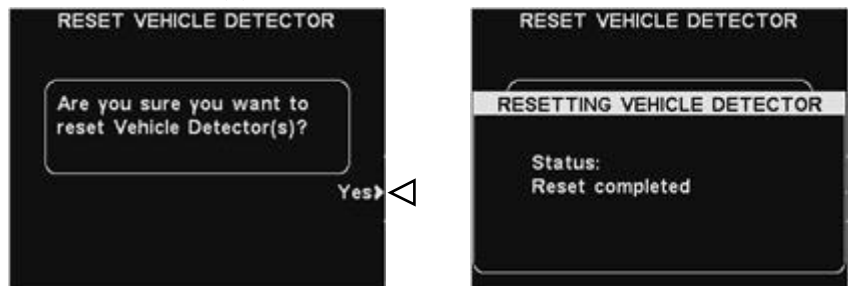
After **Reset completed** appears and disappears on the display, press the **Back** button to exit.

Store Settings

To access Store Settings, press the **Menu** button on the base station **LANE STATUS** display and then press the **More** button on the **MAIN MENU**.

LANE STATUS	
Vehicle detection:	Normal
Customer Greeter:	✓
Lane config.:	Single
Speed Team:	✓
For service:	1-800-848-4468
▷ ◄Menu Store open More▶	
Tue 05/22/12 10:13:00	

MAIN MENU	
◄Vehicle detection	Register▶ headsets
◄Operator mode	Service▶
◄Message Center	
◄Volume adjust	More▶◁
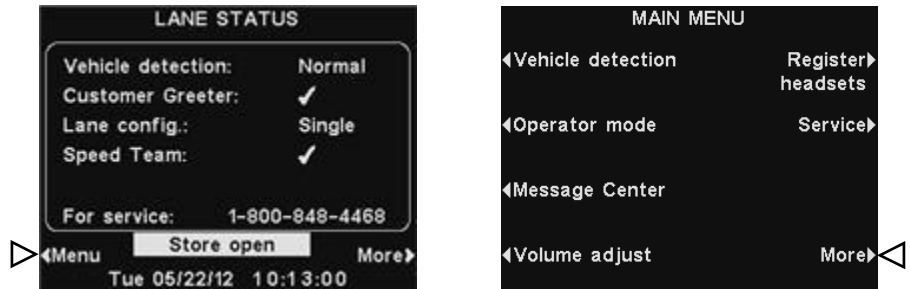
On the **ADVANCED MENU**, press the **Store settings** button.

ADVANCED MENU	
▷ ◄Store settings	
◄Installer setup	
◄Network	
◄Diagnostics	

ADVANCED MENU	
ENTER USER PASSWORD	
▷ ◄	▶ ◁
Enter Password:	+ ◁
▮▭	
04/03/12 15:35:33	− ◁
▷ Clear all	Continue▶ ◁

User Password

If you need a password, the **ENTER USER PASSWORD** display will appear. If you do not need a password, the **STORE SETTINGS** display shown below will appear immediately.
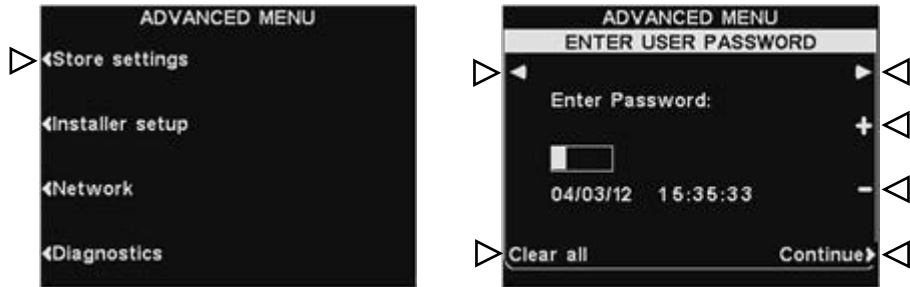
NOTE:

*To set a password for the first time, press the **Set Password** button on the **STORE SETTINGS** display and use the ◄, ▶, + and − buttons to **Enter new password** on the **SET USER PASSWORD** display. When you are finished, press the **Back** button to save the password. In the future, the password will be required to access **Message Center, Network, Volume Settings and Store Settings**.*

If you have 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 to view the **STORE SETTINGS** display.

To view additional **ADVANCED STORE SETTINGS**, press the **More** button.

STORE SETTINGS	
◄Set date	Set password▶
Mon 04/02/12	
◄Set time	B to Order ☑ −
14:50:04	Taker:
◄Set store hours	
◄Edit schedule	More▶◁
times	

ADVANCED STORE SETTINGS	
◄VAA	AVC: ✓■
◄Restore installer settings	Phone ☐0 ▶ headset
	LCD Contrast▶
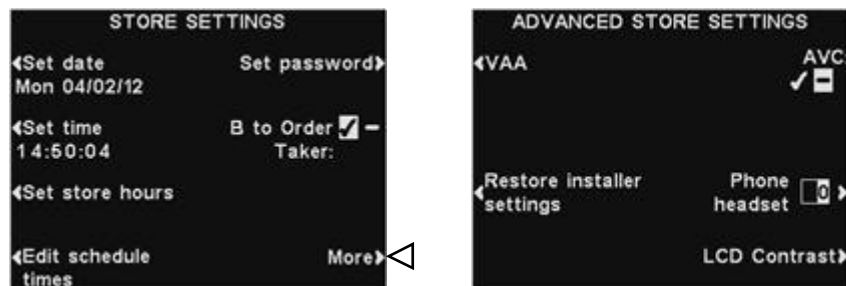
Set Date or Time

To make changes to the date or time settings, press the **Set date** or **Set time** button on the **STORE SETTINGS** display.

STORE SETTINGS

◁Set date   Set password▶
Mon 04/02/12

◁Set time   B to Order ☑ —
14:50:04   Taker:

◁Set store hours

◁Edit schedule   More▶
times
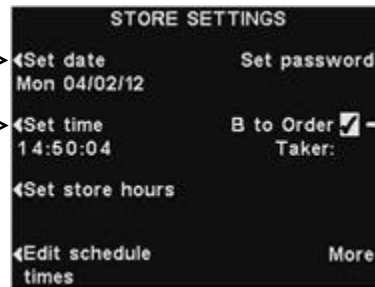
On the **SET DATE** or **SET TIME** display, use the ◀ and ▶ buttons to move the highlight in the **Date** or **Time** field, and use the + and − buttons to change the highlighted numbers.
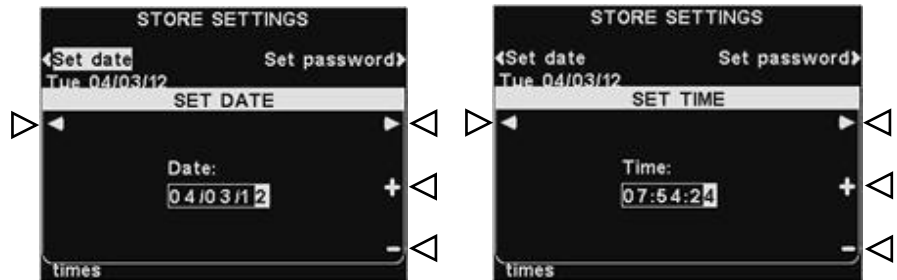
STORE SETTINGS

◀Set date   Set password▶
Tue 04/03/12
SET DATE

◀   ▶

Date:
04/03/12

+

−
times

STORE SETTINGS

◀Set date   Set password▶
Tue 04/03/12
SET TIME

◀   ▶

Time:
07:54:24

+

−
times

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

Set Store Hours

To make changes to the store hours for any day, press the **Set store hours** button on the **STORE SETTINGS** display.

STORE SETTINGS

◀Set date   Set password▶
Mon 04/02/12

◀Set time   B to Order ☑ —
14:50:04   Taker:

◀Set store hours

◀Edit schedule   More▶
times

STORE HOURS

Sunday   Thursday
◀ 06:00:00   06:00:00 ▶
06:00:00 | | 06:00:00
Monday   Friday
◀ 06:00:00   06:00:00 ▶
06:00:00 | | 06:00:00
Tuesday   Saturday
◀ 06:00:00   06:00:00 ▶
06:00:00 | | 06:00:00
Wednesday
◀ 06:00:00
06:00:00 | Tue 04/03/12
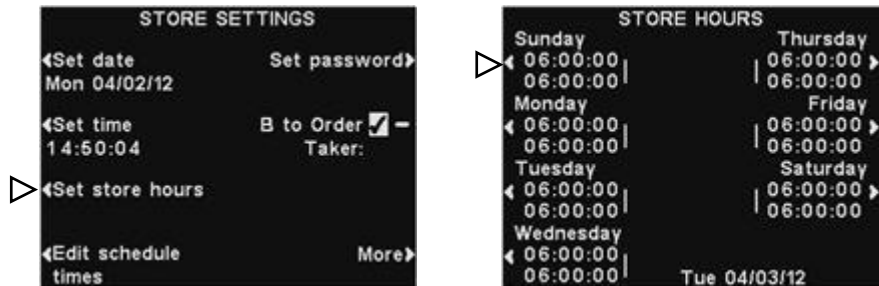
Press the button next to the day you would like to change. Use the ◀ and ▶ buttons to move the highlight in the **Open** or **Close** field, and use the + and − buttons to change the highlighted numbers. To move from one field to the other, repeat pressing the ◀ or ▶ button until the highlight moves from one field to the other. 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.

STORE HOURS

Sunday   Thursday
06:00:00
SET STORE HOURS FOR SUNDAY

◀   ▶

Open: 06:00:00

Close: 06:00:00

+
Open = Close for 24-hour
store
◀Copy   −
06:00:00'   Tue 04/03/12

STORE HOURS

Sunday   Thursday
06:00:00
SET STORE HOURS FOR SUNDAY

◀   ▶

Open: 06:00:00

Close: 06:00:00

+
Open = Close for 24-hour
Apply to all days?
Yes No

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 scheduled from the Message Center. Schedule Times can be edited as needed. To make changes to the Schedule Times, press the **Edit schedule times** button on the **STORE SETTINGS** display.

```
                    STORE SETTINGS

◄Set date               Set password►
Mon 04/02/12

◄Set time               B to Order ☑ –
14:50:04                     Taker:

◄Set store hours


 ▷ ◄Edit schedule              More►
    times
```

On the **EDIT SCHEDULE TIMES** display, press the ▲(up) and ▼(down) buttons to move up and down the list of time periods. You can continue pressing the ▼(down) button past 7 until you reach 12.

```
            EDIT SCHEDULE TIMES
         ⎛  Start        Stop  ⎞
          1  06:00:00   10:00:00
          2  10:00:00   14:00:00
          3  14:00:00   17:00:00      ▲ ◁
          4  17:00:00   20:00:00
          5  21:00:00   06:00:00      ▼ ◁
          6  06:00:00   06:00:00
          7  06:00:00   06:00:00
                                   Edit► ◁
            Tue 04/03/12  08:02:30
```

When the time period you would like to change is highlighted, press the **Edit** button.

```
            EDIT SCHEDULE TIMES
         ⎛  Start        Stop  ⎞
          1  06:00:00   10:00:00
            EDIT SCHEDULE TIMES
    ▷ ◄                          ► ◁

         Start:    06:00:0[0]
                                      + ◁
         Stop:     10:00:00
      Start = Stop for 24-hours
                                      – ◁
            Tue 04/03/12  08:03:12
```

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. 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.

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

NOTE:
*The **EDIT SCHEDULE TIMES** display can also be accessed through the **MESSAGE CENTER**.*

NOTE:
Changing these time periods will affect all Message Center message schedules.

NOTE:
*If your store is open, and you want a schedule to run for 24 hours, set the **Stop** time the same as the **Start** time.*

Set User Password

The User password is used to protect the Message Center, Network, Volume Settings and Store Settings menus. This password is not the same as the Installer Password that is used to protect the Installer Settings.

For security purposes, you may need to change the password periodically or when someone's employment terminates. To do this, press the **Set password** button on the **STORE SETTINGS** display. The current password will be shown in the **Enter new password** field on the **SET USER PASSWORD** display.
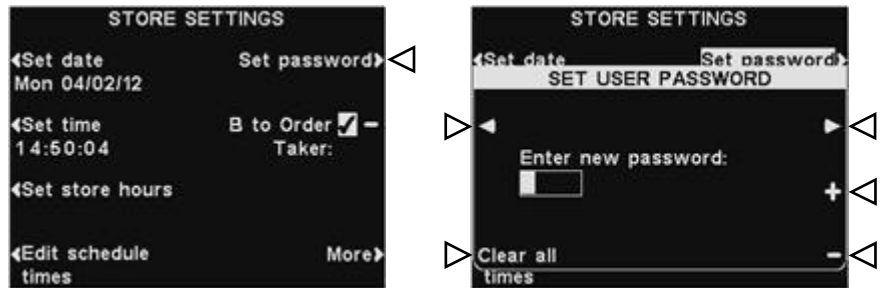
Use the ◀ and ▶ buttons to move the highlighted box in the **Enter New** field. Use the **+** button to put alphabetic characters in the highlighted box, or the **−** button to put numeric characters in the highlighted box. Continuing down from A will take you to numeric characters. Continuing up from 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**.

B to Order Taker

The **B to Order Taker** feature allows the Order Taker to hear (or not hear) **B** button communication during **A** button communication with a customer.

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.

```
              STORE SETTINGS

◄Set date              Set password►
 Mon 04/02/12

◄Set time             B to Order ☑ ▬   ◁
 14:50:04               Taker:

◄Set store hours


◄Edit schedule              More►
 times
```

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

VAA Adjustment

VAA settings can be adjusted to eliminate echo, feedback or fluctuating inbound audio levels.

To turn the VAA feature on/off, or to adjust VAA levels, press the **More** button on the **STORE SETTINGS** display. On the **ADVANCED STORE SETTINGS** display, press the **VAA** button.

STORE SETTINGS

◄Set date
Mon 04/02/12

Set password►

◄Set time
14:50:04

B to Order ✓ −
Taker:

◄Set store hours

◄Edit schedule
times

More►◄

ADVANCED STORE SETTINGS

►◄VAA

AVC:
✓■

◄Restore installer
settings

Phone ⬚0 ►
headset

LCD Contrast►

SPEAKER POST VAA

►VAA:
✓ −

►VAA sensitivity:
▭▭▭▭ 5

►VAA attenuation:
▭▭▭▭ 7

+ ◄

− ◄
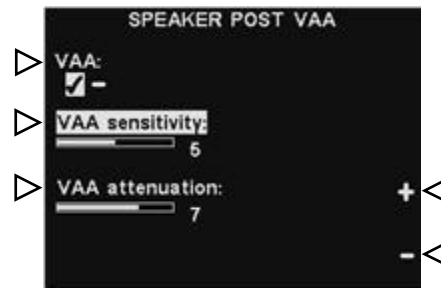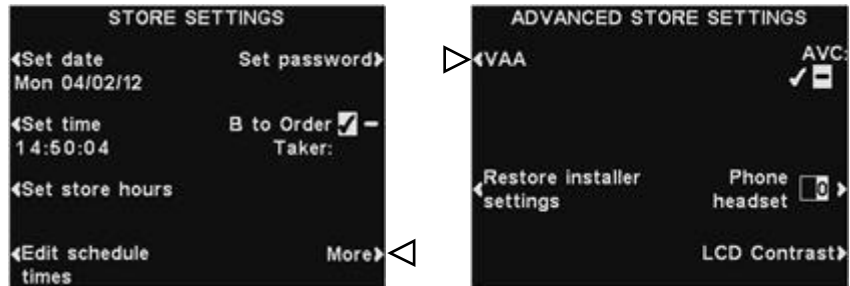
VAA On or Off:

To turn the VAA feature on or off, press the **VAA** button to highlight ✓(on) or −(off).

VAA Sensitivity Level:

This is the volume level of the order taker's voice required to activate the VAA circuit. If speaking to the customer does not automatically reduce the inbound level, press the **VAA sensitivity** button and then press the **+** and **−** buttons until the inbound audio is reduced while you are speaking to the customer, and returns to normal when you stop speaking.

VAA Attenuation Level:

This is the amount that the inbound volume level is reduced when the order taker speaks to the customer. 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, turn off VAA without adjusting this setting.

Restore Installer Settings

To delete all of your custom settings and return to the original settings made by the EOS|HD installer, press the **Restore installer settings** button on the **ADVANCED STORE SETTINGS** display, and then press the **Restore** button on the **RESTORE INSTALLER SETTINGS** display. The base will automatically reset and restore the installer settings.

Automatic Volume Control

When the Automatic Volume Control (AVC) is on, the volume level at the outside speaker will be automatically adjusted to compensate for environmental noise at the speaker post. When there is excessive noise, the level of the order taker's voice in the speaker will be adjusted up. When it is quiet in the drive-thru area, the level will be adjusted down.

To turn the Automatic Volume Control on or off, press the **More** button on the **STORE SETTINGS** display, and then press the **AVC** button on the **ADVANCED STORE SETTINGS** display to highlight ✓(on) or −(off).

Phone Headset

If there is an HME Telephone Interface connected to your base station, you can assign one headset to receive incoming telephone calls. To do this, press the **Phone headset** button on the **ADVANCED STORE SETTINGS** display. 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.
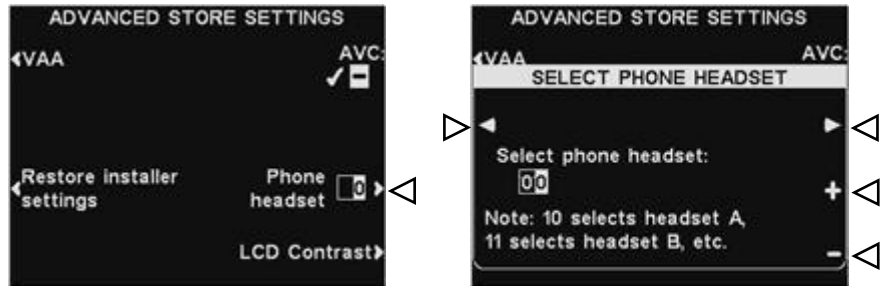
To save these settings, press the **Back** button.

LCD Contrast

NOTE:
The LCD contrast is set at the factory, and will normally not need to be adjusted.

To adjust the light/dark contrast of the base station display, press the **More** button on the **STORE SETTINGS** display. On the **ADVANCED STORE SETTINGS** display, press the **LCD Contrast** button and then press the **+** (lighter) and **−** (darker) buttons to adjust the contrast. When you are finished, press the **Back** button as needed to save the setting and return to the desired display.
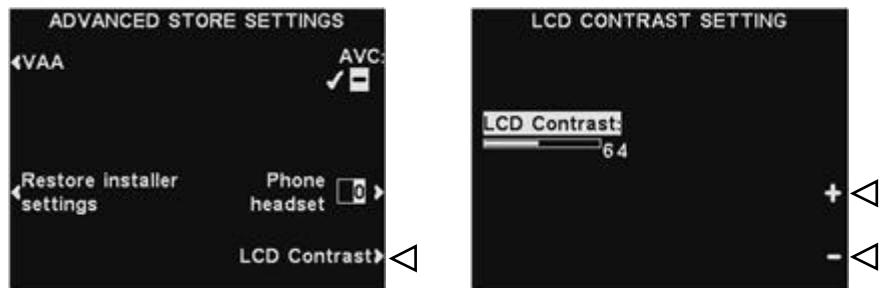
Network Settings

If your base station is connected to a computer network, the network settings were set up by the EOS|HD installer. If you need to contact HME Technical Support regarding any problem with your network connection, you may be asked to make changes to the network settings. To do this, select the **Menu** button on the **LANE STATUS** display and then select **More** on the **MAIN MENU**.
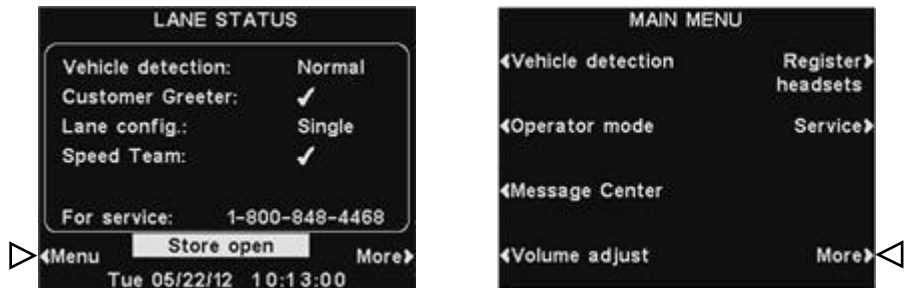
NOTE:

Network settings are normally made or changed only by authorized personnel such as store managers. Making changes to Network settings may require a password.

If a password is needed, see APPENDIX, Access Control.

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

Basic Network Settings

NOTE:

Some Network Settings changes will cause the base to automatically reset.

On the **NETWORK SETTINGS** display, you must press the button for each item you are requested to change. Each button pushed will cause a display to open, where you may be requested to enter the necessary address for network communication. If you push the **More** button, the **ADVANCED NETWORK SETTINGS** display will appear with additional settings.
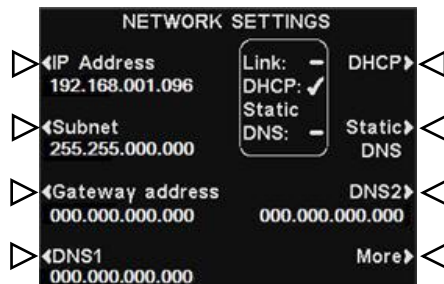
● **DHCP** – allows the base to automatically acquire its network settings from a DHCP server installed on the local network.

To edit this setting, press the **DHCP** button to highlight ✓(on) or ━(off). If ━(off) is highlighted, the base will use static network settings that you enter via the **NETWORK SETTINGS** and **ADVANCED NETWORK SETTINGS** displays.

● **IP Address** – the internet protocol address of the base, used to identify the base on the local network.

To edit this setting, press the **IP Address** button and then, on the **EDIT STATIC IP ADDRESS** display, use the ◄ and ► buttons to move the highlight to each number you would like to change, and press the ✛ or ━ button to enter the desired number.

● **Subnet** – is a setting used by the base to identify if outgoing network packets are intended for the local network or intended to be routed to an external network via the gateway.

To edit this setting, press the **Subnet** button and then, on the **EDIT STATIC SUBNET** display, use the ◄ and ► buttons to move the highlight to each number you would like to change, and press the ✛ or ━ button to enter the desired number.

● **Gateway address** – is a router address on the local network used to move network packets from an external network into the local network and vice-versa.

To edit the Gateway address, press the **Gateway address** button and then, on the **EDIT STATIC GATEWAY ADDRESS** display, use the ◄ and ► buttons to move the highlight to each number you would like to change, and press the ✛ or ━ button to enter the desired number.

● **DNS1 & DNS2** – are addresses of domain name servers that resolve host/domain names into IP addresses. The DNS servers are used when sending email to a mail server identified by its name.
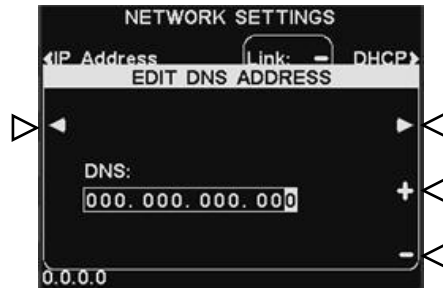
To edit the DNS address, press the **DNS1** or **DNS2** button and then, on the **EDIT DNS ADDRESS** display, use the ◄ and ► buttons to move the highlight to each number you would like to change, and press the **+** or **–** button to enter the desired number.

● **Static DNS** – Typically, DNS addresses are automatically provided by the DHCP server, if the **DHCP** is enabled and **Static DNS** is disabled **–**(off). If **Static DNS** is enabled, ✓(on), it overrides the DNS1 and DNS2 addresses supplied by the DHCP server, in favor of the static addresses edited on these menus.

To enable/disable **Static DNS**, press the **DHCP** button, and then press the **Static DNS** button to highlight ✓(on) or **–**(off).

Advanced Network Settings

For additional advanced network settings, press the **More** button on the **NETWORK SETTINGS** display.
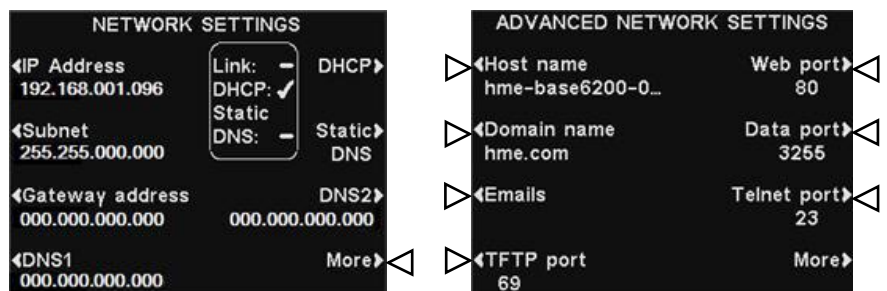
Press the respective button on the **ADVANCED NETWORK SETTINGS** display for each setting you would like to view or change.

● **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, and a DNS server is installed on the local network, and it 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 any characters in a current name that you want to change. Use the ◄, ►, ▲ and ▼ buttons to move the highlight to a character you would like to enter in the name, and then press the **Sel** (select) button to enter it. When you are finished, press the **Back** button to save the name.
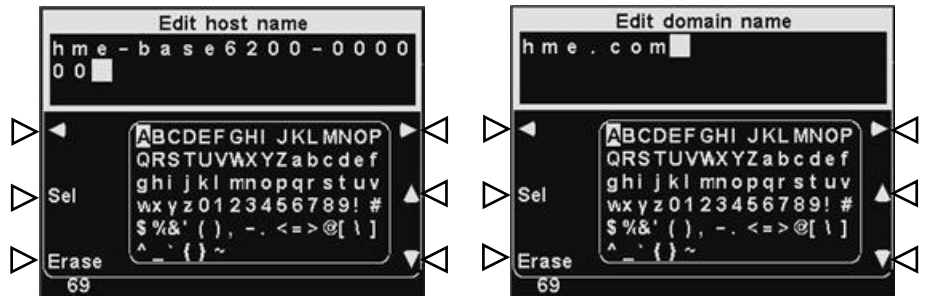
● **Emails** – The base is capable of sending emails to store managers when alert conditions are triggered in the store.
For email settings, refer to [Email/Texting](#).

● **TFTP port** – This port is used for transferring files to the base (for updating settings and audio files) and from the base (for reading settings files only). The port value is 69, but can be changed if necessary, or set at 0 to disable the port.
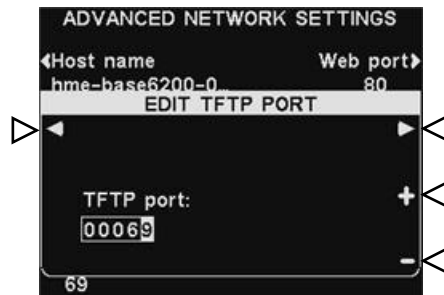
To edit the TFTP port number, on the **EDIT TFTP PORT** display, use the ◄ and ► button to move the highlighted box, and then use the **+** and **−** buttons to change the number in the highlighted box.

● **Web port** – This port is used for web access of the bases' web pages, to view control settings, etc. The port value is 80, but can be changed if necessary, or set at 0 to disable the port.
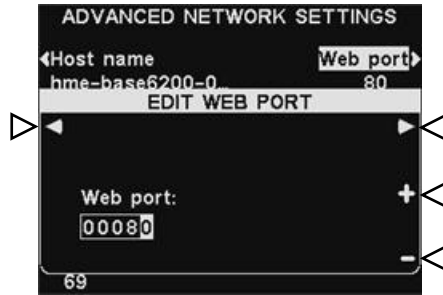
To edit the web port number, on the **EDIT WEB PORT** display, use the ◄ and ► button to move the highlighted box, and then use the **+** and **–** buttons to change the number in the highlighted box.

● **Data port** – This port is used for sending HME-supported commands to the base over a TCP/IC socket. The port value is 3255, but can be changed if necessary, or set at 0 to disable the port.
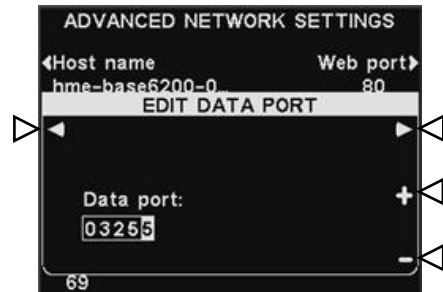
To edit the data port number, on the **EDIT DATA PORT** display, use the ◄ and ► button to move the highlighted box, and then use the **+** and **–** buttons to change the number in the highlighted box.

● **Telnet port** – This port is reserved for use by HME Technical Support.
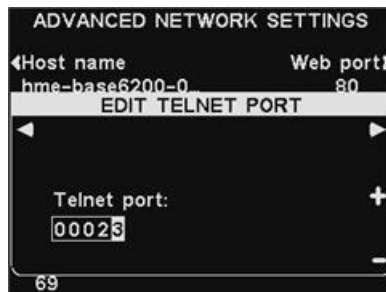
● Press the **More** button on the **ADVANCED NETWORK SETTINGS** display to access the **BOOTLOADER NETWORK INFO** display.
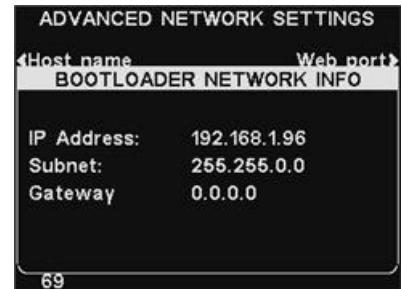
Email/Texting

The base is capable of sending emails to store managers when alert conditions are triggered in the store. For this feature to be used, email settings must be entered, based on network information provided by your IT support.

To edit email settings, press the **Emails** button on the **ADVANCED NETWORK SETTINGS** display.
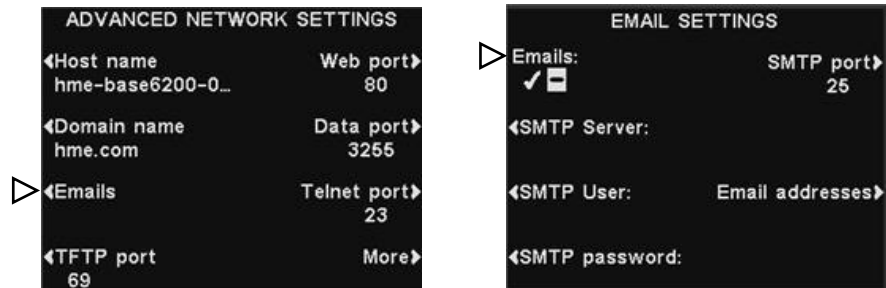
- To turn emails on or off, on the **EMAIL SETTINGS** display, press the **Emails** button to highlight ✓(on) or ▬(off).

- **SMTP Server** – This is the SMTP (mail) server which will convey your emails to the proper email addresses. You can either enter the IP address of the SMTP server or its domain name.
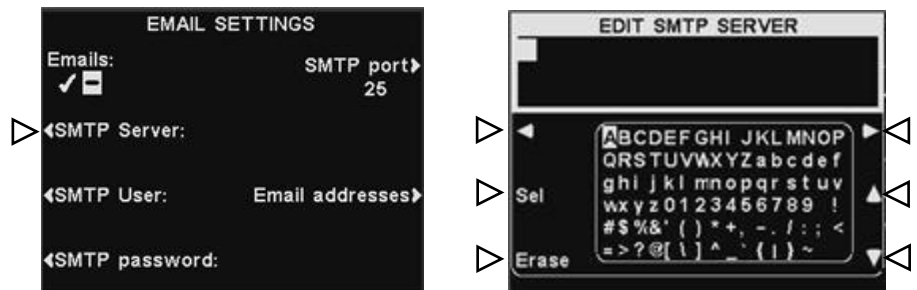
To enter or edit an SMTP server name, press the **SMTP Server** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◄, ►, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above.

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

● **SMTP User/Password** – To make email more secure, some SMTP servers will require the use of a user name or password.
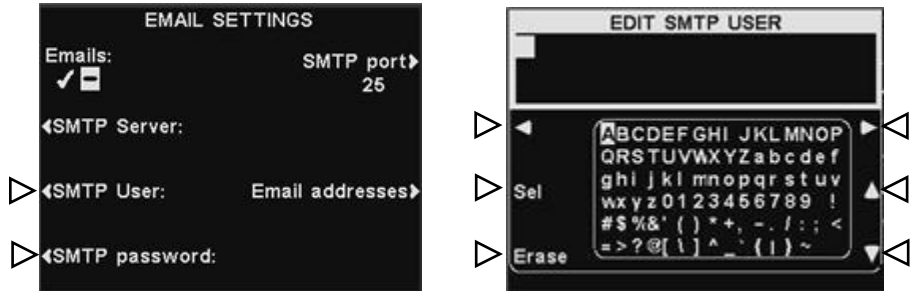
To enter or edit an SMTP user name or password, press the **SMTP User** or **Password** button on the **EMAIL SETTINGS** display. Use the **Erase** button to clear a current name. Use the ◄, ►, ▲ and ▼ buttons to highlight a character you would like to enter in the name, and then press the **Sel** (select) button to enter it in the highlighted box above. When you are finished, press the **Back** button to save the name.

● **SMTP Port** – 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.
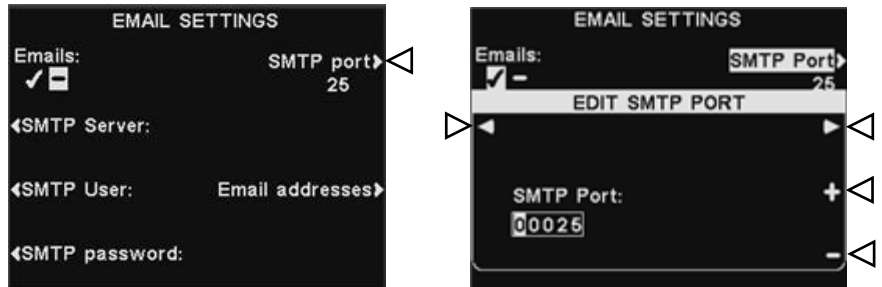
To edit the SMTP port number, on the **EDIT SMTP PORT** display, use the ◄ and ► button to move the highlighted box, and then use the + and − buttons to change the number in the highlighted box.

● **Email Addresses** –
The **Source Address** is pre-set to
hme-base6200@hme.com.
This will be the address shown in the "From:" line on alert emails
sent to selected destinations. **Destination** email addresses are
those to which alert emails will be sent if **Emails** are set to ✓(on),
on the **EMAIL SETTINGS** display.
To change the **Source Address** or **Destination** addresses, press
the **Email Addresses** button on the **EMAIL SETTINGS** display.
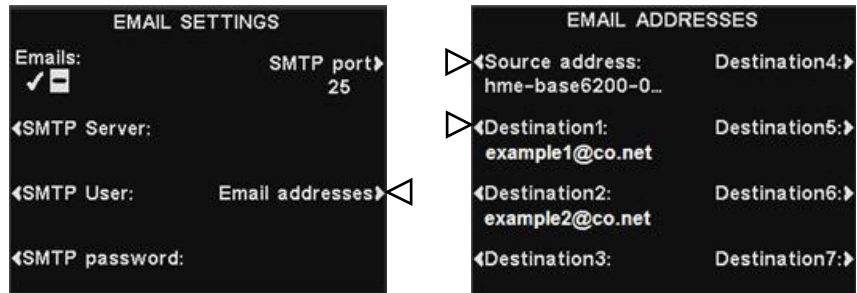
To enter or edit an email address, press the **Source Address** or any
Destination address button on the **EMAIL ADDRESSES** display.

Use the **Erase** button to clear a current address. Use the ◄, ►, ▲
and ▼ buttons to highlight a character you would like to enter in
the address, 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 address.

PC Navigation

If your EOS|HD was set up to operate with a PC network, all of the same settings that can be edited on the base station can also be edited on your PC. The following examples show you how to navigate through system settings as they appear on your PC screen.

The EOS|HD provides the ability to view and edit base station configuration settings.

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.
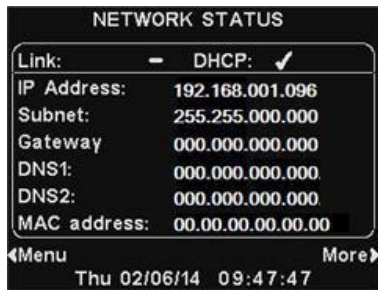
Select any category from the **Main Menu** that you would like to view or edit. Some topics will cause a **Secondary Menu** bar to appear, from which you can select a sub-topic.
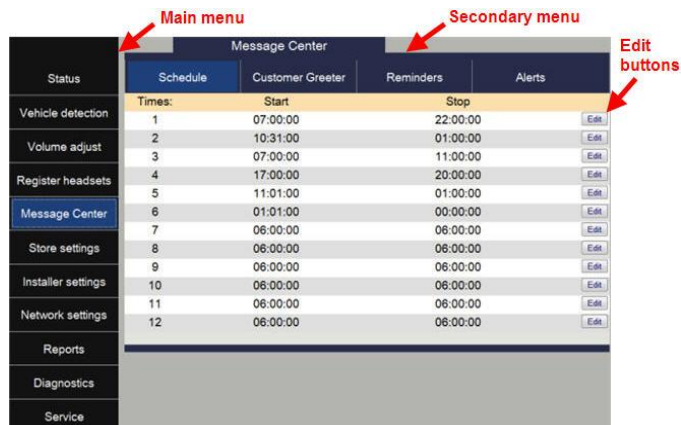
If you click your cursor on an **Edit** button, an edit bar will appear with setup choices. If you make any setup changes, you must click on the **Save** button to save your changes. If you do not want to save your changes, or do not make any changes, you can click on any other menu topic, or click on the back arrow at the top-left corner of the browser screen.
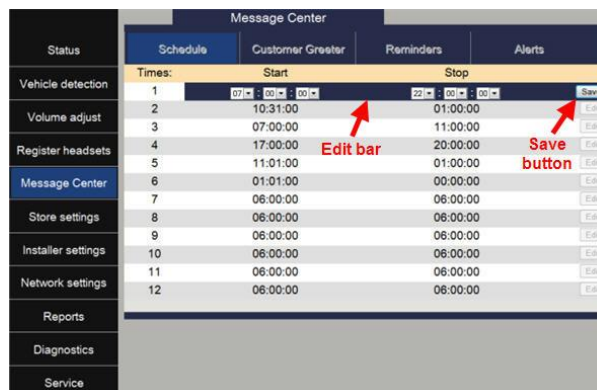
The EOS|HD interface provides the following web pages:

- **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 as well as in the case of Alert messages, set up text messages to be sent to email and text 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.

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.

CAUTION:
Always unplug the battery charger before cleaning it.

- Remove all batteries from the battery charger.
- Clean the battery charger case with a damp sponge. Wet the sponge and wring it out so it is damp, not dripping wet. 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.

IN CASE OF PROBLEMS

Troubleshooting

PROBLEM	PROBABLE CAUSE	SOLUTION
"Battery failed" is heard in headset when power button is pressed.	Battery may be defective.	Replace battery. Call HME.*
	Battery contacts may be dirty.	Clean battery contacts with alcohol.
"Headset failed" is heard in headset when power button is pressed.	Headset may be defective.	Use another headset. Call HME.*
	Headset battery contacts may be dirty.	Clean headset battery contacts with alcohol.
You hear your echo in headset earpiece when you speak into headset microphone.	Outside speaker and microphone may not be properly installed.	Be sure speaker and microphone are isolated from each other, and are tightly mounted with enough foam packed around each of them to absorb vibrations.
	Outbound and/or inbound audio level may be set too high.	Set outbound audio level just high enough to be heard by customers. Lower inbound audio to comfortable level.
	VAA level may need to be adjusted.	Adjust VAA level to reduce inbound audio level when you are speaking into the headset microphone.
		Adjust VAA attenuation level to reduce inbound audio level when you are speaking into the headset microphone. **NOTE:** If the inbound level is too low, you will not hear the customer.
No sound is heard in headset when you press button A and speak into microphone.	Power may be off at base station.	Be sure HME logo and other lights on base station are lit.
		Check circuit breaker for building.
	Power supply in base station may not be working.	Be certain power adapter is plugged into AC electrical outlet, and is connected to J3 on base station audio circuit board.
	Headset power may not be on.	Press power button on headset. Be certain power light goes on and switches from red to green.
	Volume may not be set correctly.	Adjust volume with Volume-up and down buttons.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	Headset may be defective.	Use another headset. Call HME.*
	Headset may not be registered.	Register headset.
Channel A or B is not working.	Headset power may not be on.	Press power button on headset. Be certain power light goes on and switches from red to green.
	Battery may be low or defective.	Check Power light. If not lit, replace battery.
	A1/A2 or B1/B2 light on base station does not light when headset button A or B is pressed.	Use another headset. Call HME.*
	Headset may not be registered.	Register headset.
Outbound sound is too low.	Outbound volume may be set too low for environment.	Adjust outside speaker volume level.
No outbound sound; Customer cannot hear anything.	System may be set for speed team.	Check speed-team setting.
	There may be loose wires on outside speaker or base station circuit board.	Check vehicle present light (car) on base station. Check outside speaker wire connections on J6 or J14 in base station and at outside speaker.
	Defective speaker or base station.	Call HME.*

PROBLEM	PROBABLE CAUSE	SOLUTION
Customer cannot be heard in push-to-talk (PTT) operation.	System may be set for speed team.	Check speed-team setting.
	Base station may be set for wrong drive-thru mode (full or half-duplex).	Check drive-thru mode setting.
Only intermittent voice can be heard in headsets.	Transmitter antenna connectors on base station transceiver circuit board may be loose or damaged.	Be certain antennas are screwed securely onto base station. Check transmitter antenna cable connection at ANT1 and ANT2 on left side of transceiver circuit board. Call HME.*
	Circuit board may be defective.	Call HME.*
	VAA level is too sensitive.	Reduce VAA level.
Personnel hear customers in ceiling speaker or headsets, but cannot hear each other.	Circuit board may be defective.	Check to see if A1/A2 and B1/B2 lights on base station are lit when buttons are pressed. Call HME.*
	Headset may be defective.	Use another headset. Call HME.*
No tone or sound is heard in ceiling speaker or headsets when vehicle enters drive-thru lane.	Power interruption may have caused vehicle detection circuit to be out of balance.	When no vehicle is in the drive-thru lane, reset vehicle detector.
	System may be set for speed team.	Check speed-team setting.
	Connector may be loose.	Check all connectors in base station. Call HME.*
Personnel cannot hear customers in ceiling speaker or headsets.	There may be loose wires on base station circuit board.	Check all wire insertions to connectors on base station circuit boards.
	System may be set for speed team.	Check speed-team setting.
	Outside speaker, audio circuit board or vehicle detector board failed.	Call HME.*
	VAA attenuation set too high.	Reduce attenuation.
Headset has intermittent sound.	Battery may be low.	Replace battery.
	Headset may be defective.	Use another headset. Call HME.*
There is still sound in headset after all customers have been served.	Base station may be to override position.	On the VEHICLE DETECTION menu, be certain the Mode setting is in the Normal position.
	Vehicle detector may be locked up.	On the VEHICLE DETECTION menu, select Reset Veh Detect.
Battery charger is not working.	Charger may not be plugged in.	Be certain charger is plugged in. If it still is not working, call HME.*
"Registration failed" message heard in headset. Lights stay red.	Base station power not on.	Be sure HME logo and other lights on base station are lit. If no light is lit, be sure power adapter is plugged into electrical outlet, and is connected to J3 on base station audio circuit board.
	Registration button not pushed.	Repeat registration procedure. Call HME.*

* Service Call

For information to contact HME Technical Support, press the **Menu** button on the base station **LANE STATUS** display and then press the **Service** button on the **MAIN MENU**, or press the **Help** button below the display screen.
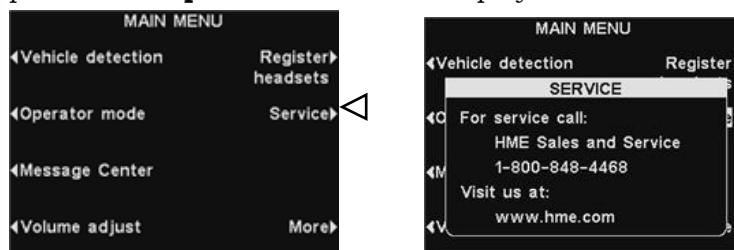
Base Station Internal Connectors and Controls
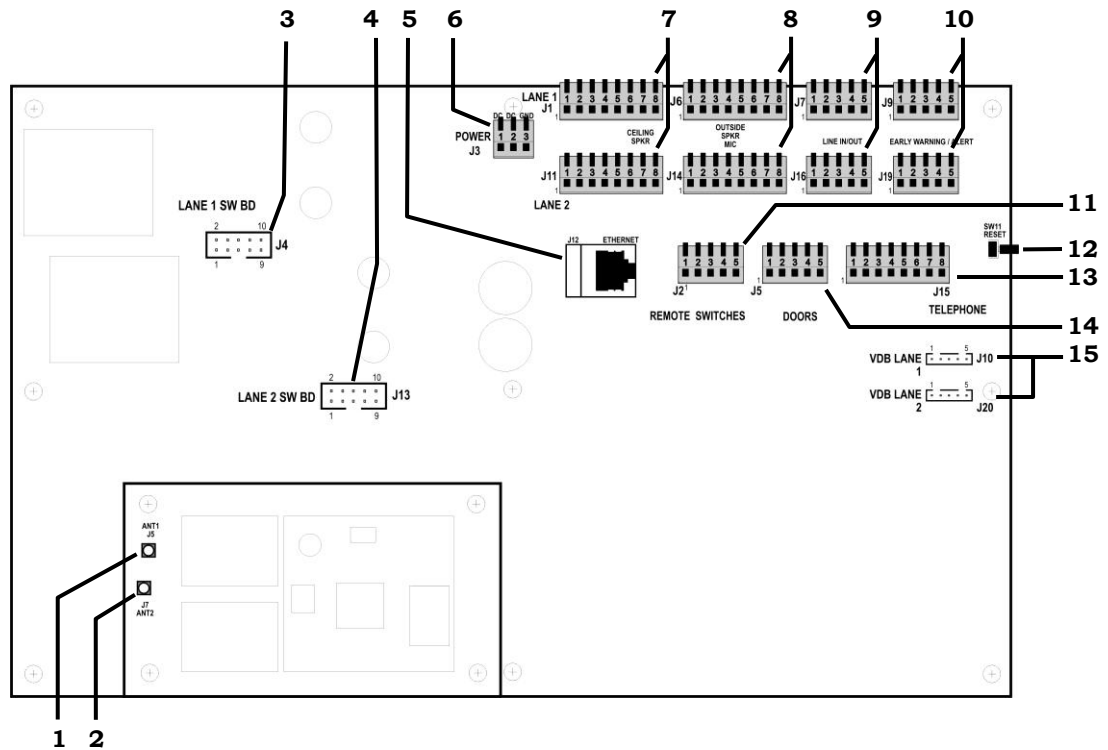
Figure 9.   Base station internal connectors and controls

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

If you make a service call to HME Technical Support, you may be asked to have diagnostics performed automatically by the base station. If so, press the **Menu** button on the base station **LANE STATUS** display and then press the **More** button on the **MAIN MENU**.

MAIN MENU		ADVANCED MENU
◄Vehicle detection Register► headsets		◄Store settings
◄Operator mode Service►		◄Installer setup
◄Message Center		◄Network
◄Volume adjust More►◄ ▷		◄Diagnostics
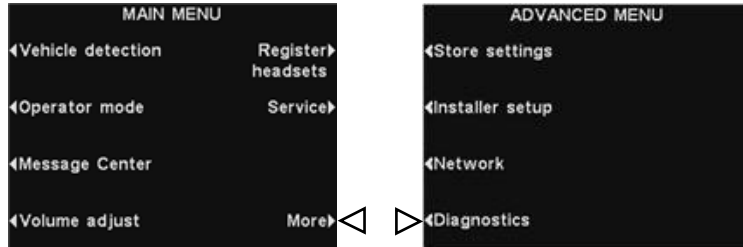
On the **ADVANCED MENU**, press the **Diagnostics** button, and then select the test requested by the Technical Support representative. If requested, press the **More** button for additional advanced diagnostics.

DIAGNOSTICS		ADVANCED DIAGNOSTICS
◄Test buttons		◄Log
◄Test LCD		◄Heap usage
◄Test alerts		
◄ICMP echo request More►◄		◄Other

EQUIPMENT SPECIFICATIONS

Base Station

Voltage input	24VDC ±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

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 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)*

Regulatory Model Numbers

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

The EOS|HD Headset, HS6200, has a Regulatory Model Number of 1402.

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."

$$\mathsf{C}\,\mathsf{E}\,\textcircled{!}$$

Hereby, HM Electronics, Inc. declares that the EOS|HD is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

This product operates in the 2400 to 2483.5 MHz frequency range. The use of this frequency range is not yet harmonized between all countries. Some countries may restrict the use of a portion of this band or impose other restriction relating to power level or use. You should contact your Spectrum authority to determine possible restrictions.

Waste Electrical and Electronic Equipment (WEEE)

The European Union (EU) WEEE Directive (2002/96/EC) 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.

APPENDIX

Multiple-Lane Operation

Dedicated Mode

In multiple-lane operations only, an **Activate dedicated mode** setting appears on the **OPERATOR MODE** display. In the dedicated mode, headset users only hear vehicle arrival tones and audio for their own lane.

```
           LANE STATUS
                      L1   L2
Vehicle detection:   Norm Norm
Customer Greeter:     ✓
Lane config.:         Dual/Y
Speed Team:           ✓
Dedicated:            −
For service:     1-800-848-4468
◁Menu        Store open     More▶
         Tue 05/01/12  13:35:53
```

```
              MAIN MENU
◀Vehicle detection         Register▶
                           headsets
▷◀Operator mode            Service▶

◀Message Center

◀Volume adjust               More▶
```
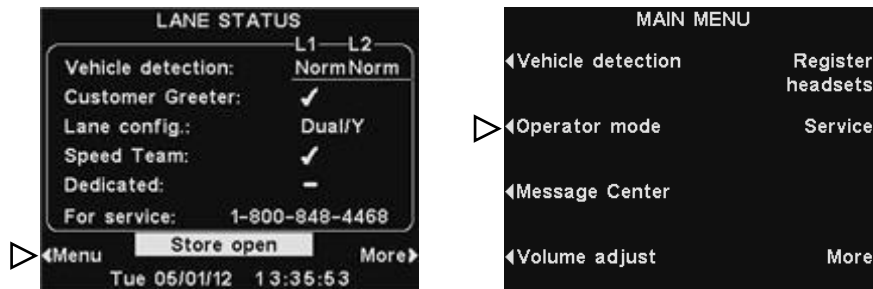
To set up dedicated mode operation, select **Menu** on the **LANE STATUS** display and then select **Operator mode** on the **MAIN MENU**.

```
            OPERATOR MODE
Activate Speed Team:
  ☑ − External

▷Activate dedicated mode:
  ✓ ▣ External

┌───────────────────┐  Speed Team▶
│Speed Team (✓)     │     HELP
│disables vehicle   │
│processing at the  │  Dedicated▶◁
│order point.       │     HELP
└───────────────────┘
```

```
            OPERATOR MODE
          ┌──── HELP ────────────┐
Ac        │Dedicated mode restricts│
  ☑       │headset to hearing the  │
          │vehicle arrival tones   │
Act       │for its lane only.      │
  ✓       │Press the Activate      │
          │dedicated mode button   │
Sp        │to select mode as On    │
dis       │(✓), off (−), or Ext (to│
pr        │use an external switch  │
or        │for selection).         │
          └────────────────────────┘
                            HELP
```
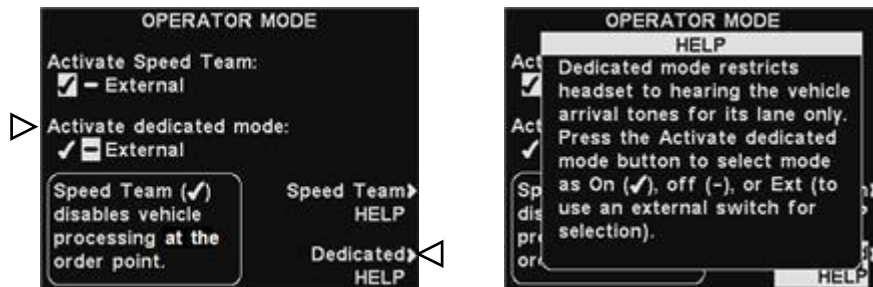
On the **OPERATOR MODE** display, press the **Activate dedicated mode** button to select ✓(on). When you want to return to normal operation, you must select −(off). Press the **Dedicated HELP** button for additional explanation.

Multiple-Lane Message Center Settings

Customer Greeter Messages

In multiple-lane operations, Customer Greeter messages can be set to play in Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the **Edit** button on the **CUSTOMEER GREETER** display, and then press the Event button to highlight **Lane 1**, **Lane 2** or **Lane 1/2**.

```
       CUSTOMER GREETER (MON)              EDIT CUSTOMER GREETER

   ( Message          Ln  Sched. )     ◀Rename:
    All Day 1          1    ▬            All Day 1
    All Day 2         1/2   ▬
    Breakfast 1       1/2   ▬     ▲     Message:               Schedule▶
    Breakfast 2       1/2   ▬           ✓ ▬
    Lunch 1           1/2   ▬     ▼
    Lunch 2           1/2   ▬           ◀Review/Record         Settings▶
    Snack 1           1/2   ▬
                          Edit▶ ◁  ▷   Event:
                                        Lane1  Lane2  Lane1/2
```
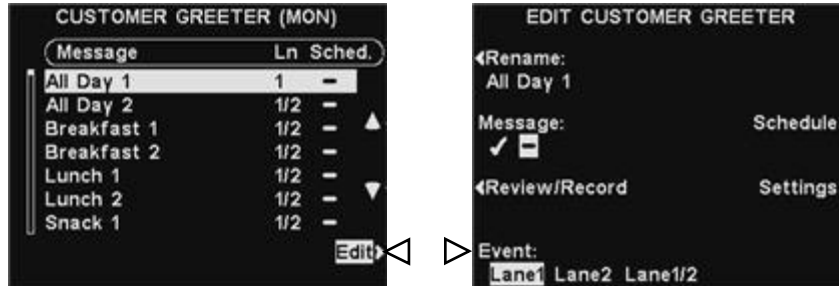
Reminder Messages

In multiple-lane operations, Reminder messages can be set to play in the ceiling speaker and Line Out for Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the Settings button on the **EDIT REMINDER MESSAGE** display and the, on the **EDIT REMINDER SETTINGS** display, press the **Hear in ceiling speaker** and **Hear in Line Out** buttons to highlight **Lane 1**, **Lane 2** or **Lane 1/2**.

```
     EDIT REMINDER MESSAGE                EDIT REMINDER SETTINGS

  ◀Rename:                             ◀Headsets
   Hand Washing
                                 ▷    Hear in ceiling speaker:
   Message:          Priority:         ▬ Lane1   Lane2   Lane1/2
   ✓ ▬               High Low
                                 ▷    Hear in Line Out:
  ◀Review/Record     Schedule▶         ▬ Lane1   Lane2   Lane1/2

                     Settings▶ ◁                           Repeat▶
```
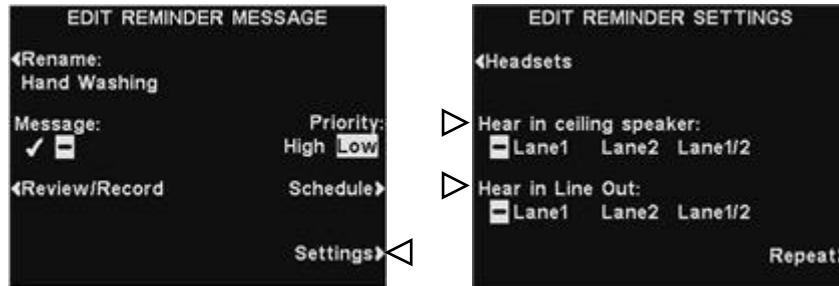
Alert Messages

In multiple-lane operations, Alert messages can be set to play in the ceiling speaker and Line Out for Lane 1, Lane 2, or both Lanes 1 & 2. To do this, press the Settings button on the **EDIT ALERT MESSAGE** display and the, 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**.

```
       EDIT ALERT MESSAGE                  EDIT ALERT SETTINGS

  ◀Rename:       Message Text:▶       ◀Headsets            Delay▶
   Freezer Door  Alert text msg 1
                                 ▷    Hear in ceiling speaker:
   Message:          Priority:         ▬ Lane1   Lane2   Lane1/2
   ✓ ▬               High Low
                                 ▷    Hear in Line Out:
  ◀Review/ Record   Schedule▶          ▬ Lane1   Lane2   Lane1/2

   Event: Switch 1   Settings▶ ◁     ◀Emails                Repeat▶
```
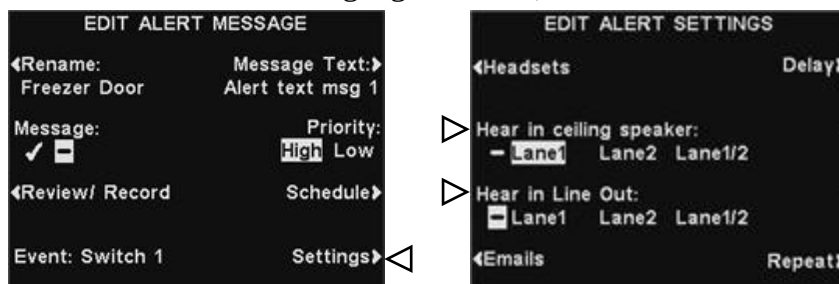
Access Control of EOS|HD Menus

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 <u>Store Settings</u>. 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.

HME 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. (See **Page 16** in 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. (See **page 41** in 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

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

EXAMPLE PLANNER

CUSTOMER GREETINGS

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

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

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

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

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

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

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

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	CEILING SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

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

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	GRILL SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

HME EOS|HD Message Center Quick Start Guide

Right Message, Right People, Right Time!

CUSTOMER GREETINGS

	NAME	START TIME	STOP TIME	DELAY	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

REMINDERS

	NAME	START TIME	STOP TIME	REPEAT	HEADSETS	GRILL SPKR
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

ALERTS

	NAME	START TIME	STOP TIME	REPEAT	DELAY	HEADSETS	GRILL SPKR
1							
2							
3							
4							

SCHEDULE

	START TIME	STOP TIME	NOTES
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			