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How to use HME NEXEO “Text & Connect” Feature: Text & Connect allows you to use a computer or smart device to send messages to active NEXEO headsets. The text message is sent via the HME CLOUD portal and converted to an audio message when received by the targeted headset user(s). This feature must meet the following prerequisites:

The NEXEO base station must be online and registered.

The NEXEO base station must have a NEXEO or NEXEO | Pro Tier assignment (i.e., it’s not available for NEXEO | Core).

The NEXEO base station version must be 3.3.0 or higher.

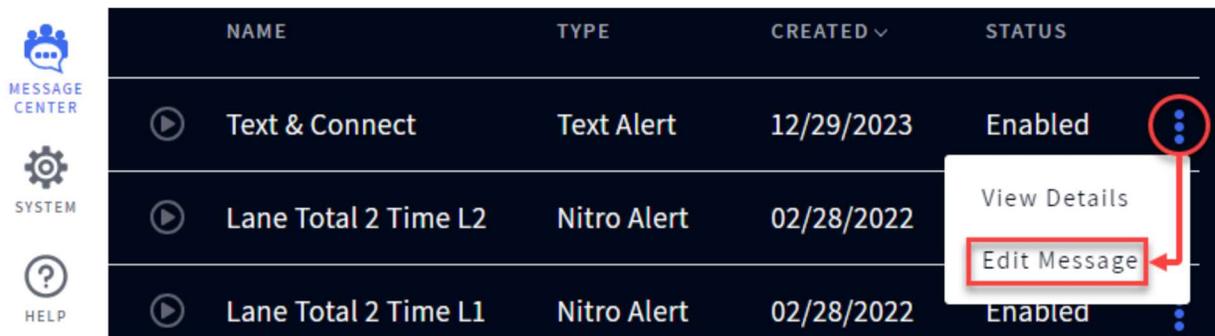
The user role must have the “Send Text & Connect” permission enabled via the HME CLOUD.

1. Once Voice Commands have been enabled, “Text & Connect” will appear in the NAME column on the Message Center>Messages page.

The screenshot shows the 'Message Center' interface with a dark theme. At the top, there are three tabs: 'MESSAGES' (selected), 'SCHEDULE', and 'AUDIO FILES'. Below the tabs, there is a header section with 'All Messages' on the left, a dropdown arrow and '30 Messages' in the center, and two buttons: 'Bulk Edit' and 'New Message' on the right. Below this is a table with the following columns: NAME, TYPE, CREATED, and STATUS. The first row in the table has 'Text & Connect' in the NAME column, 'Text Alert' in the TYPE column, '12/29/2023' in the CREATED column, and 'Enabled' in the STATUS column. The 'Text & Connect' text is highlighted with a red box. Below this row are three more rows with 'Lane Total 2 Time L2', 'Lane Total 2 Time L1', and 'PF Area Arrival L2' in the NAME column, all with 'Nitro Alert' in the TYPE column and 'Enabled' in the STATUS column. Each row has a play button icon on the left and a three-dot menu icon on the right.

NAME	TYPE	CREATED	STATUS
Text & Connect	Text Alert	12/29/2023	Enabled
Lane Total 2 Time L2	Nitro Alert	02/28/2022	Enabled
Lane Total 2 Time L1	Nitro Alert	02/28/2022	Enabled
PF Area Arrival L2	Nitro Alert	02/28/2022	Enabled

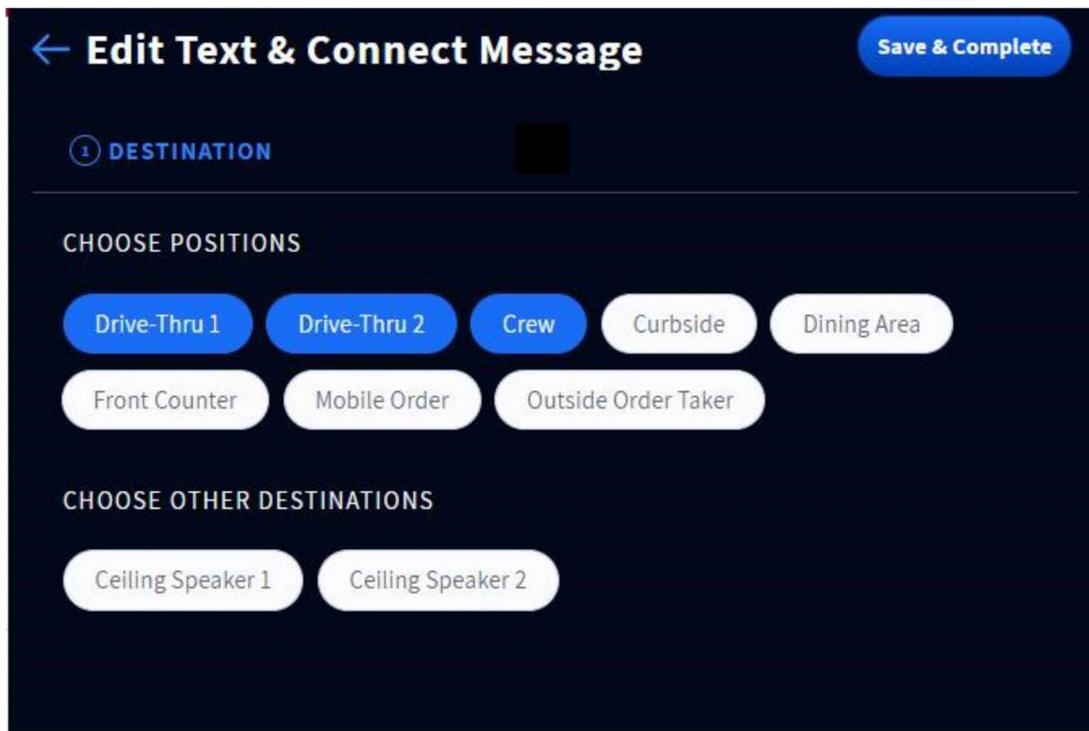
2) Tap the More icon and select Edit Message from the drop-down list



3) This opens the Edit Text & Connect Message page. Choose the crew positions listed to target a specific group of headset users by tapping on it. The selected positions change to blue.

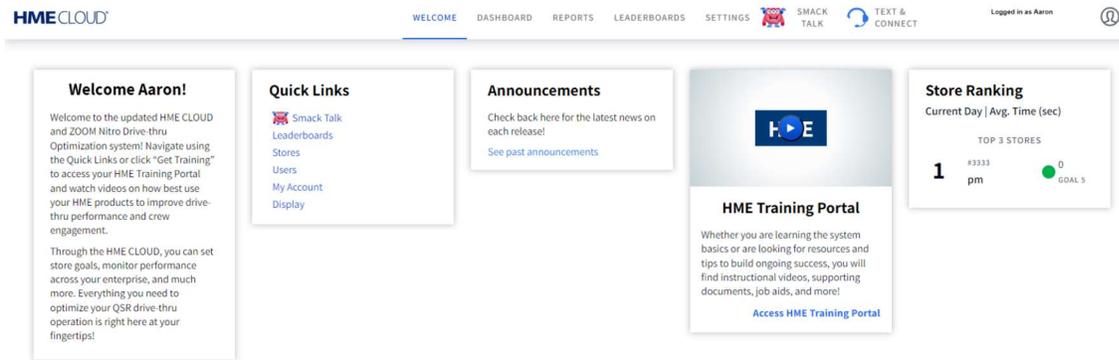
(Tap any blue selection again to deselect it.)

The screen shot below shows Drive-Thru 1, Drive-Thru 2, and Crew selected. So, only these three headset groups will receive messages sent with the Text & Connect feature. If ceiling speakers are installed and connected (such as drive thru monitor speakers installed in kitchen or prep areas), they will be listed under Other Destinations. These too can be selected independently or with additional positions or destinations.

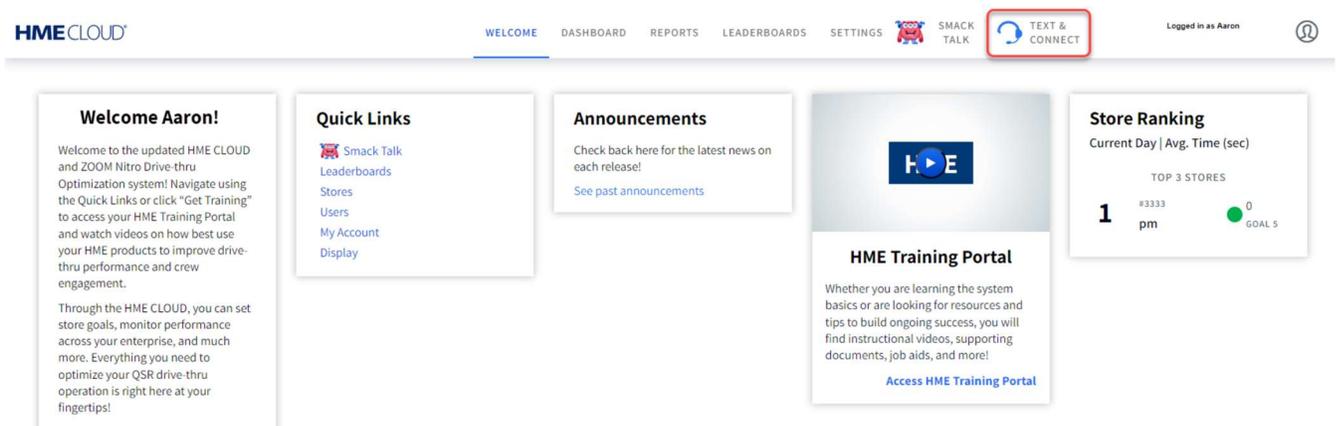


4) Tap the Save & Complete button in the upper right to enable your selection and return to the Messages page. The NEXEO base station is now configured to receive text-to-audio messages from a remote device.

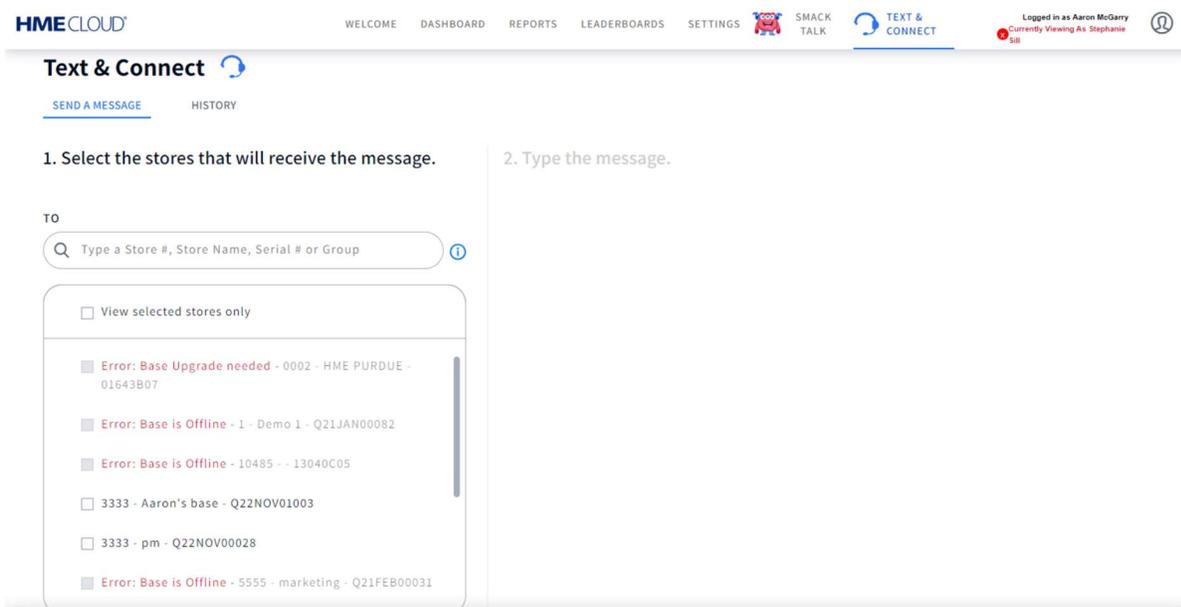
5) On a computer or smart device, go to HME CLOUD and log in using your account credentials.



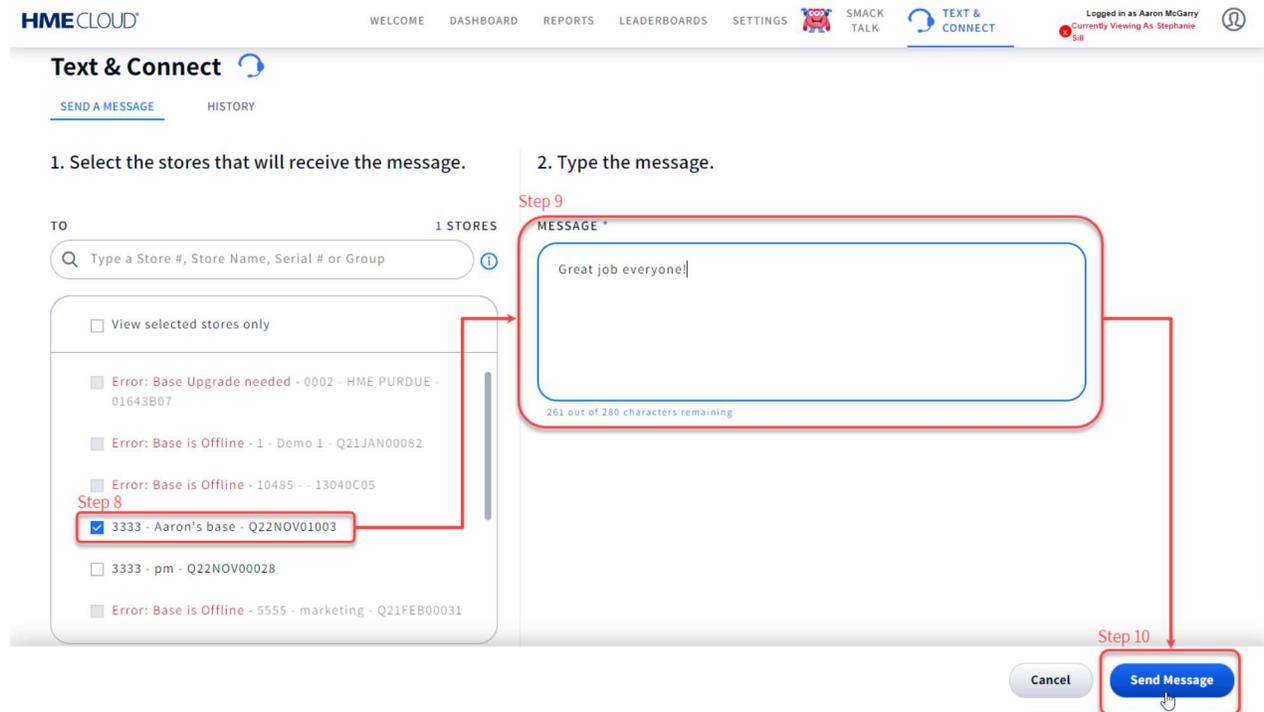
On the top navigation bar, click/tap on the TEXT & CONNECT option **Note:** If this option is not visible, your role may not have permission to Text & Connect. Check with the account owner/administrator to have this permission enabled.



7. This opens the Text & Connect page (Fig. 8.13). All the stores associated with your account will be displayed on the store list on the left. Base stations that are offline or in need of an upgrade will be listed in red with a grayed-out check box indicating this device cannot be selected. The example below shows only shows two available options.



8. Find the device you configured in Step 3 and check the box (you can check more than one box, if you wish the other stores selected to receive the same message. If there are many stores, you can also use the “Select All” option beneath the store list to select all stores with a single click/ tap). Once a box is checked, the MESSAGE field appears to the right. The example below shows “Aaron’s base” selected.



9. Begin typing your message into the MESSAGE field (Fig. 8.14). The Send Message button at the bottom right becomes active once typing begins. The MESSAGE field is limited to 280 characters (which includes spaces), that number count is visible below the field and decreases as you type. All alphanumeric characters are valid, along with several special characters (; : ? ! , . & ‘). A red prompt beneath the MESSAGE field will alert you if an invalid character is used.

10. Click/tap the blue “Send Message” button when you have completed your message as shown in the diagram above..

11. A successfully sent message will be followed with this prompt:



The target headset users will receive the text in audio form. For example, the Drive-Thru 1, Drive-Thru 2, and Crew selected in step 3 will hear the message typed in the message field of Fig. 8.14 via their headsets, i.e., it will say: “Great job everyone!”

NOTE: When a Drive-Thru headset is in use, messages are queued until the headset is idle again. The message expires after approximately 3 minutes if the headset is in use for that length of time. Other positions such as Crew or Front counter hear the message immediately. If multiple alerts occur at the same time, they are queued and will play in the order received.