

ALL NEW

# NEXEO | HDX™

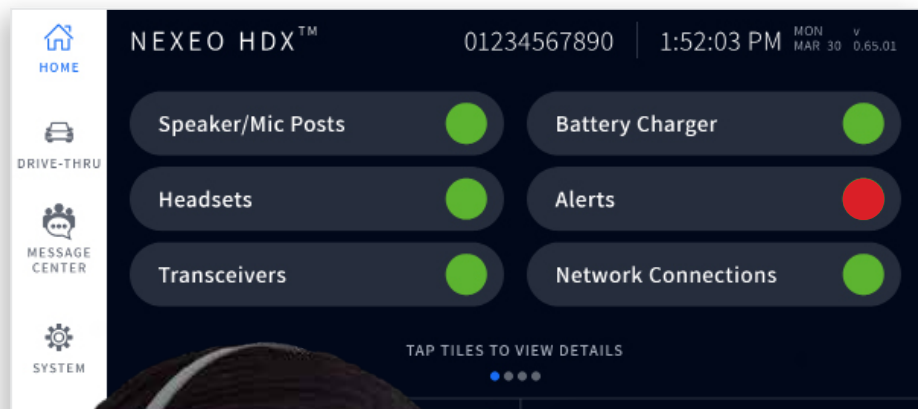
Crew Communication Platform



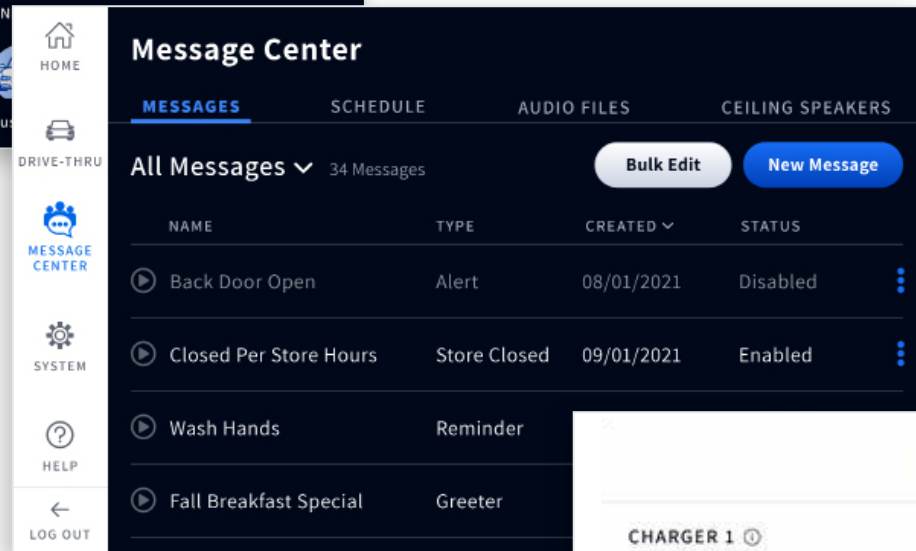
HOSPITALITY  
& SPECIALTY  
COMMUNICATIONS  
®



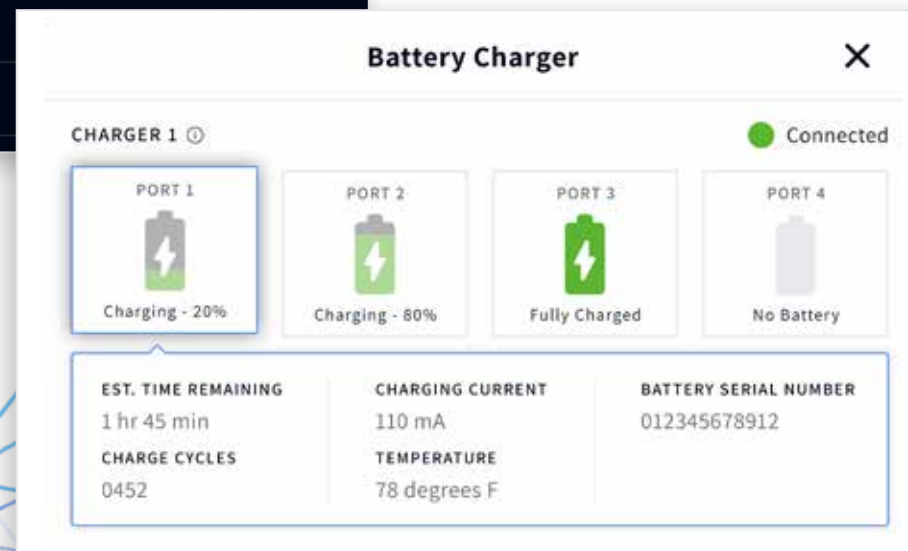
# Beyond a headset. The total solution for restaurant communication.



System components are color coded to identify at a glance if something needs your attention.



See the exact charging and health status of all batteries.



## A New Era in Crew Communication

Developed for an industry that is evolving faster than ever before, the all-new NEXO | HDX platform takes communication beyond the drive-thru and into key areas of your restaurant. NEXO | HDX improves crew conversations, adds a touchscreen display, introduces voice commands, and enhances the drive-thru ordering experience with HDX Digital Audio. It's the industry's first communication platform designed to grow with your business. NEXO | HDX changes the way you connect with your crew, interact with your headsets, and serve your customers.

The Message Center is easier than ever to access, control, and navigate on the colorful 7" touchscreen display.

## NEXO™ enhances business operations with:



**HDX Digital Audio**  
Our patented HD Audio in a future-proof implementation for an enhanced ordering experience.



**Automated Order Taking**  
Especially designed for tight integration with highly accurate automated order-taking (AOT) systems.



**ZOOM Nitro® & NEXO Integration**  
Critical performance alerts delivered from your ZOOM Nitro timer to your NEXO headset when you need it most.



**Voice Commands**  
Use your voice to immediately connect to a drive-thru customer, call a team member, adjust headset settings, and more.



**7" Color Touchscreen Display**  
Interactive interface for a premium user experience.



**Tap-to-Connect Registration**  
Save time by connecting a headset to the base station instantly, without training or hassle.



**Unlimited Headset Pairing**  
There is no limit to the number of headsets you can connect.



**Expandable Reach**  
Go beyond the standard range and ensure device coverage for your entire business, inside and outside.



# NEXEO & ZOOM Nitro<sup>®</sup> Integration

## Performance Alerts for When It Matters Most

Stay on top of your drive-thru performance even as you move around the restaurant. Integration between NEXEO and the ZOOM Nitro Timer delivers audible alerts to your team member, stating exactly which metric needs their immediate attention. Provide critical insight to the right person at the right time and enhance awareness to key events like when a customer in the drive-thru lane exceeds your specified lane total wait time. Integrated alerts help you improve performance on the spot, taking your operation to the next level.



“Drive off has occurred.”

“Drive-thru danger zone alert.”

“A mobile order is waiting.”

“Wait time has been exceeded.”

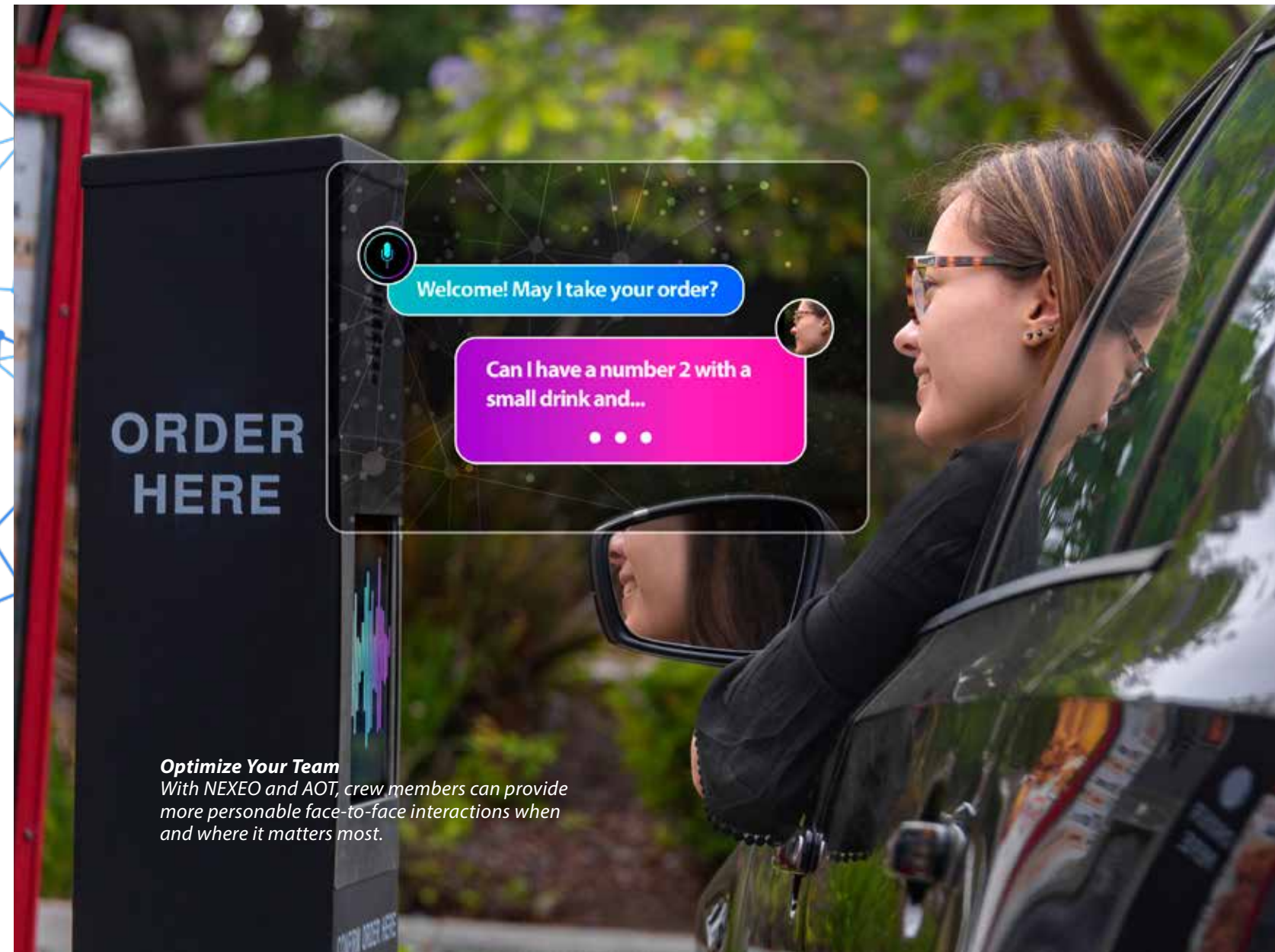
“Pull-forward time has been exceeded.”

\*requires ZOOM Nitro with video detection.

# Your Unrivaled Partner for Automated Order Taking (AOT)

## Engineered to Seamlessly Support Your Preferred AOT System

Especially designed for tight integration with AOT systems, NEXEO enables a seamless automated experience unlike any other. Thanks to NEXEO's unmatched end-to-end digital audio, your AOT system can “hear” customers in HD Audio, which is key for higher order accuracy and a better customer experience. While the AI greets customers and takes orders, your team is freed to enhance key areas of your operation with personable face-to-face interactions when it matters most. Plus, NEXEO can take over the ordering process by a crew member if necessary, or through an automatic escalation from the bot, ensuring your guests experience fast, accurate ordering and keeping the queue moving quickly.



**Optimize Your Team**  
With NEXEO and AOT, crew members can provide more personable face-to-face interactions when and where it matters most.

# Intelligent & Intuitive Control Center

## Sleek, Easy-to-Use Interface

Unlike other systems, the all-new NEXEO | HDX base station is installed at eye level for easy interaction. The colorful 7-inch display makes it easy to connect headsets, change settings, and see battery and system health information. Know the status of all the platform components by looking at the base station display. View important system information like network connectivity, headset status, speaker/mic status, loop health, and more. Plus, choose from multiple language settings and enable your team to interact with NEXEO in their preferred language.



*Simple on-screen instructions make it easier and faster than ever to connect your headsets.*

# Do More with Voice Commands

## Talk to Your Headset

You are serving more guests than ever before. NEXEO's voice-enabled technology empowers you to accomplish more without missing a beat. Use your voice to instantly connect to a drive-thru lane and greet the customer with no delay. Initiate a call to a team member to provide praise or feedback. Adjust common headset settings like volume level. Voice commands make life easier by keeping the work momentum going as you stay on task to better serve customers.





# Unmatched Sound Clarity

## Market-Leading Wideband HD Audio

NEXEO's HDX Digital Audio builds upon the greatest advancement in drive-thru sound clarity, Wideband HD Audio. Our patented technology dramatically reduces background noise and expands audio bandwidth to include higher and lower voice frequencies than other systems, resulting in a perfectly clear drive-thru ordering experience both for order takers and customers alike.

# Cut Out the Noise Clutter

## Optimize Your Team Communication

With the capability for multiple independent conversations at once, including drive-thru communication, NEXEO exceeds expectations for restaurant communication. One-to-one calls facilitate training and coaching, keeping your crew focused and engaged. Group calls enable teams to stay better connected, increasing efficiency and improving service across all areas of your restaurant. Additionally, targeted alerts and reminders empower you to choose the automated notifications that each person and group hears, reducing unnecessary interruptions and significantly reducing the noise clutter.

## THE RESTAURANT OF THE FUTURE IS HERE

NEXEO | HDX is the foundation for seamless communication in all areas of your restaurant.

### TEAM-ORIENTED COMMUNICATION

Crew members hear only group-specific alerts, reminders, and conversations, reducing distracting noise clutter.

### INTEGRATED ALERTS

Critical performance alerts delivered from your ZOOM Nitro timer to staff, providing critical insight to the right person at the right time.

### 1:1 CONVERSATIONS

Speak directly to one employee to provide positive coaching and without impacting your drive-thru communication.

### MESSAGE CENTER NOTIFICATIONS

Automatic reminders and alerts prompt crew members to wash their hands, refill the sanitizer solution, clean their workstation, and more.

### LOOP HEALTH STATUS

Monitor the health status of drive-thru communication loops directly from the NEXEO base station.

### HDX DIGITAL AUDIO

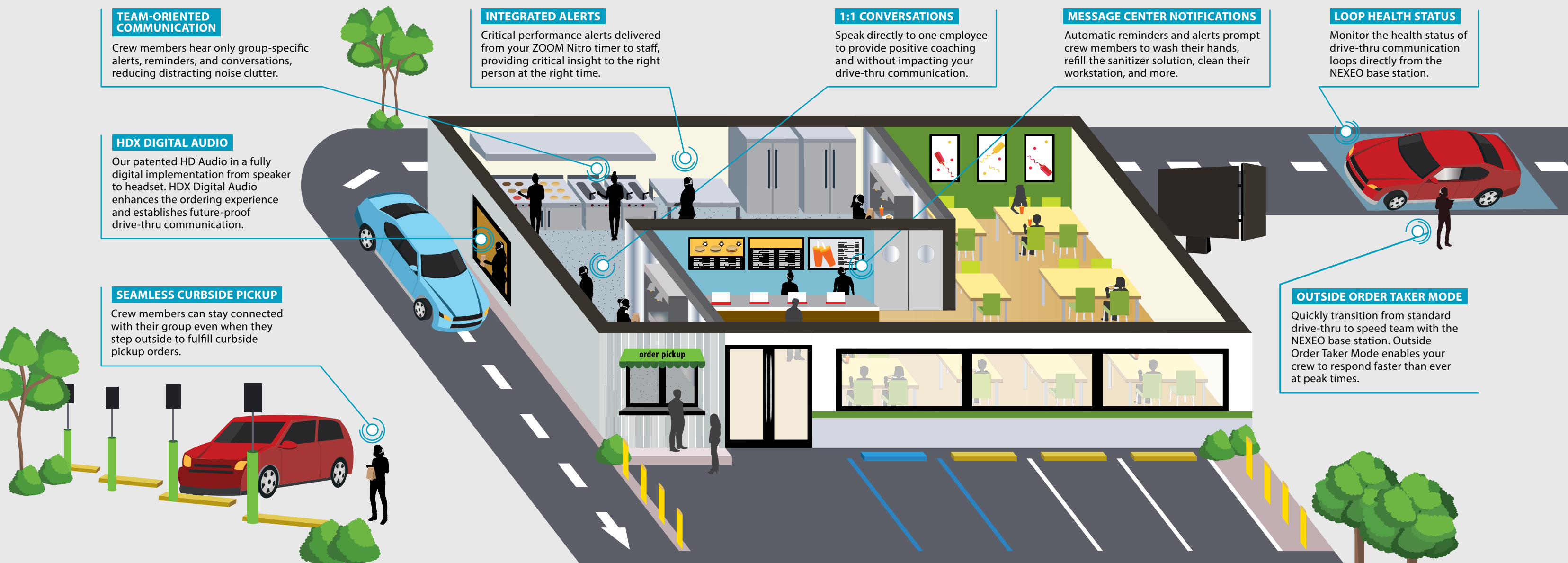
Our patented HD Audio in a fully digital implementation from speaker to headset. HDX Digital Audio enhances the ordering experience and establishes future-proof drive-thru communication.

### SEAMLESS CURBSIDE PICKUP

Crew members can stay connected with their group even when they step outside to fulfill curbside pickup orders.

### OUTSIDE ORDER TAKER MODE

Quickly transition from standard drive-thru to speed team with the NEXEO base station. Outside Order Taker Mode enables your crew to respond faster than ever at peak times.





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**About HME Hospitality & Specialty Communications**

Founded in 1971, HME was the first to introduce the wireless drive-thru headset system to the restaurant industry. Today, our solutions are paving the way for a new era of restaurant operations and redefining the customer experience. Our patented Wideband HD Audio continues to deliver an unmatched voice clarity for drive-thru communication. HME drive-thru optimization systems are reenergizing crews and maximizing business growth worldwide with innovative game-based engagement. Every day, restaurants in over 140 countries fulfill more than 30 million orders using our systems. HME offers a wide range of quality solutions for drive-thru, in-store, curbside pickup, and retail operations backed by full services and support.

Visit our online training portal at [www.hme.com/training](http://www.hme.com/training) for unlimited access to videos, manuals, and other easy-to-use training materials.

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