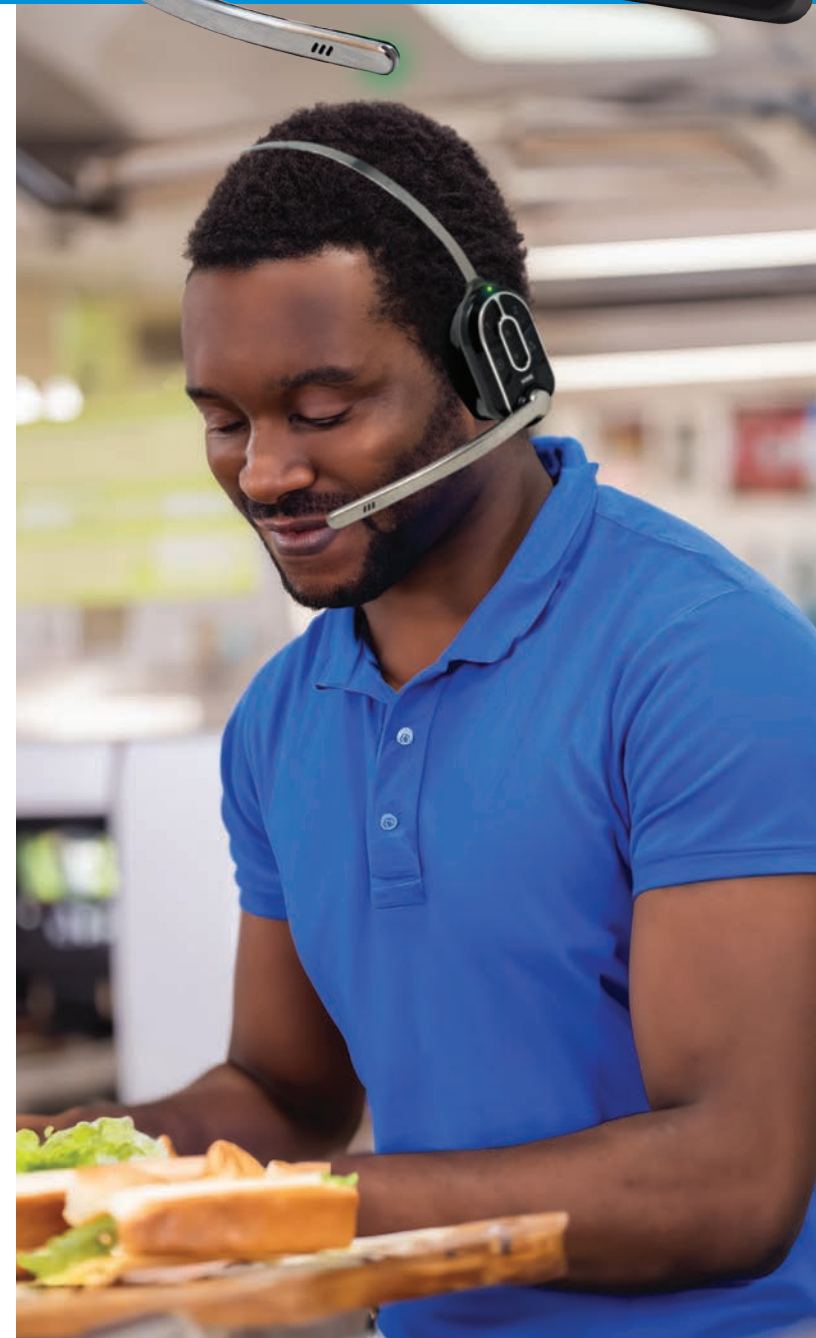


# HME

HOSPITALITY  
& SPECIALTY  
COMMUNICATIONS

®

## NEXEO | HDX™ Communication Platform



# More than a Headset. It's the Total Solution for Restaurant Communication.

## The New Standard for Restaurant Efficiency

Long gone are the days when fast drive-thru service was enough to keep customers coming back to your restaurant. Today, customers expect fast, friendly, and accurate service at multiple touchpoints — drive-thru, mobile order pickup, curbside pickup, third-party delivery, and dine-in service. More than a world-class drive-thru audio solution, the NEXEO | HDX platform offers three powerful solutions tailored to your needs, helping your staff run your operation with greater efficiency and enhanced usability.



## Restaurant Communication Tailored to Your Needs

The flexible NEXEO | HDX communication platform provides all the tools to meet your ever-changing operational needs. Whether preparing your store for voice AI ordering or simply searching for the best in drive-thru communications, NEXEO | HDX delivers the best drive-thru audio on the market and enhances restaurant efficiency in three different solutions.

# One Platform. Three Solutions.



## Drive-Thru & Team Communication

The total solution for drive-thru and crew communication, NEXEO delivers critical information to individuals or groups when they need it most.

Includes all the benefits of NEXEO Core.



## Drive-Thru & Team Communication, PLUS Voice AI Integration (VAIO)

Leading-edge technologies like voice AI ordering and third-party integrations take operational efficiency to the next level.

Includes all the benefits of NEXEO and NEXEO Core.



## Drive-Thru Communication Only

A fully digital drive-thru experience with HDX Digital Audio improves service and order accuracy, while the ease of use gives crew members a better on-the-job experience.

*\*A subscription plan is required with each solution.*

## It's a New Era in Restaurant Communication

NEXEO is a world-class drive-thru communication solution, while also uniquely designed for seamless restaurant communication, resulting in greater efficiency across your entire operation. NEXEO delivers critical information to team members anywhere in your restaurant when it matters most. Notify an employee of a spill that needs to be cleaned up. Discreetly coach an employee on a private one-to-one call without disrupting the drive-thru. With superior efficiency throughout your operation, customers will enjoy faster service and a better overall experience.

# Timer-to-Headset Alerts

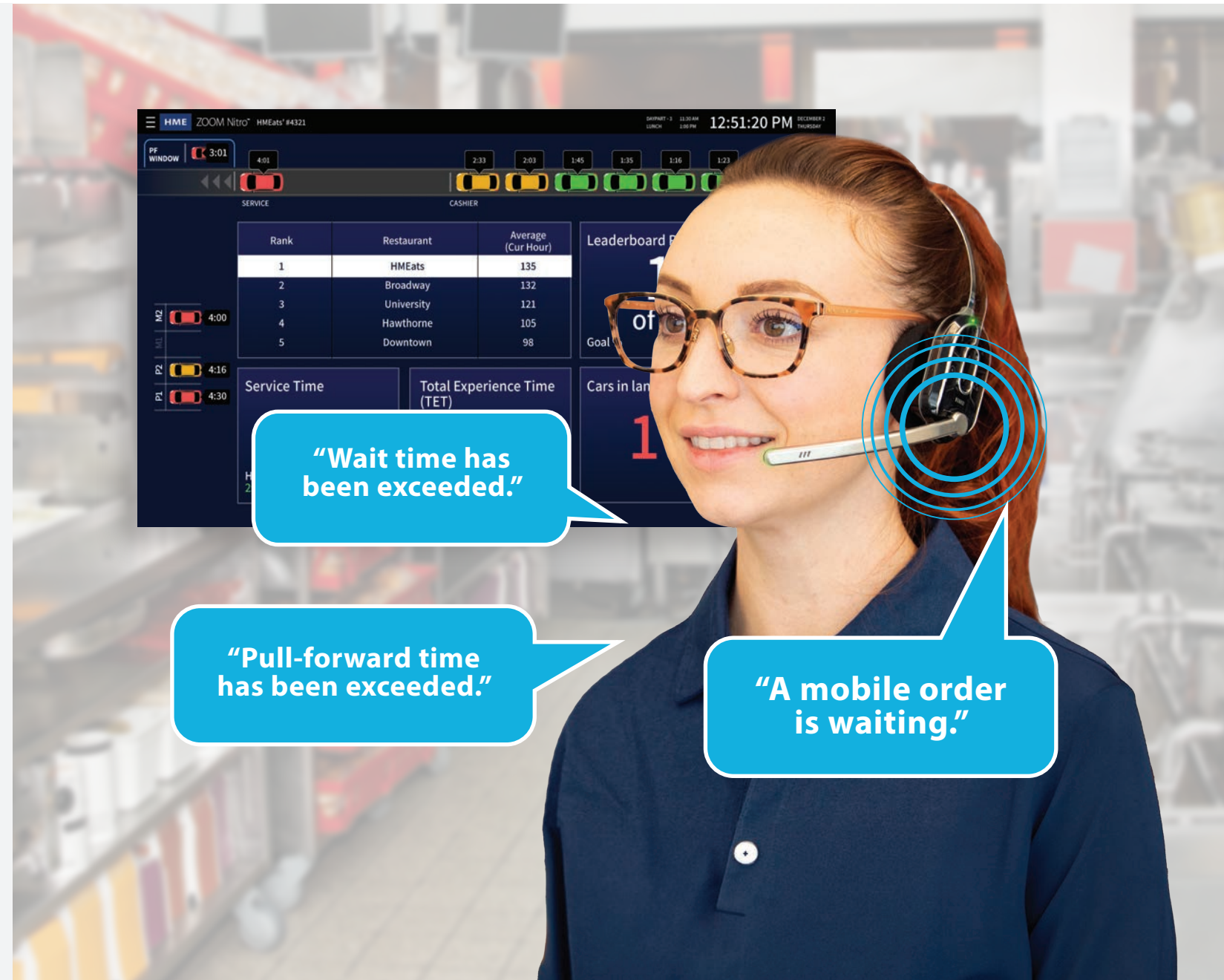
## Performance Alerts for When It Matters Most

Stay on top of your drive-thru performance even as you move around the restaurant. NEXEO seamlessly integrates with your ZOOM Nitro® Timer to deliver timer-to-headset performance alerts to select team members, 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.



### NEXEO Highlights

- Group Communication
- HDX Digital Audio
- Voice Commands
- Touchscreen Interface
- Group Alerts & Reminders
- 1-to-1 Calling
- Intuitive Message Center
- Text & Connect
- Tap-to-Connect Registration
- 1-to-1 Group Calling
- At-a-Glance System Health
- ZOOM Nitro® Timer Integration
- Remote Management



Rank	Restaurant	Average (Cur Hour)
1	HMEats	135
2	Broadway	132
3	University	121
4	Hawthorne	105
5	Downtown	98

"Wait time has been exceeded."

"Pull-forward time has been exceeded."

"A mobile order is waiting."

# 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 the base station in their preferred language.

# No More Missed Customer Calls

## Superior Customer Service on the Go

Integrate your headset with your store phone, routing calls to a team member's headset and enabling them to hear when a call is coming through to answer on the spot. Easily connect to customers trying to reach you by phone, even when you're moving around the restaurant. Never miss a call again and provide a fast and pleasant experience for every customer.\*



Manage your enterprise through HME CLOUD and save valuable time. Easily set customer greeters for one or all stores and much more.



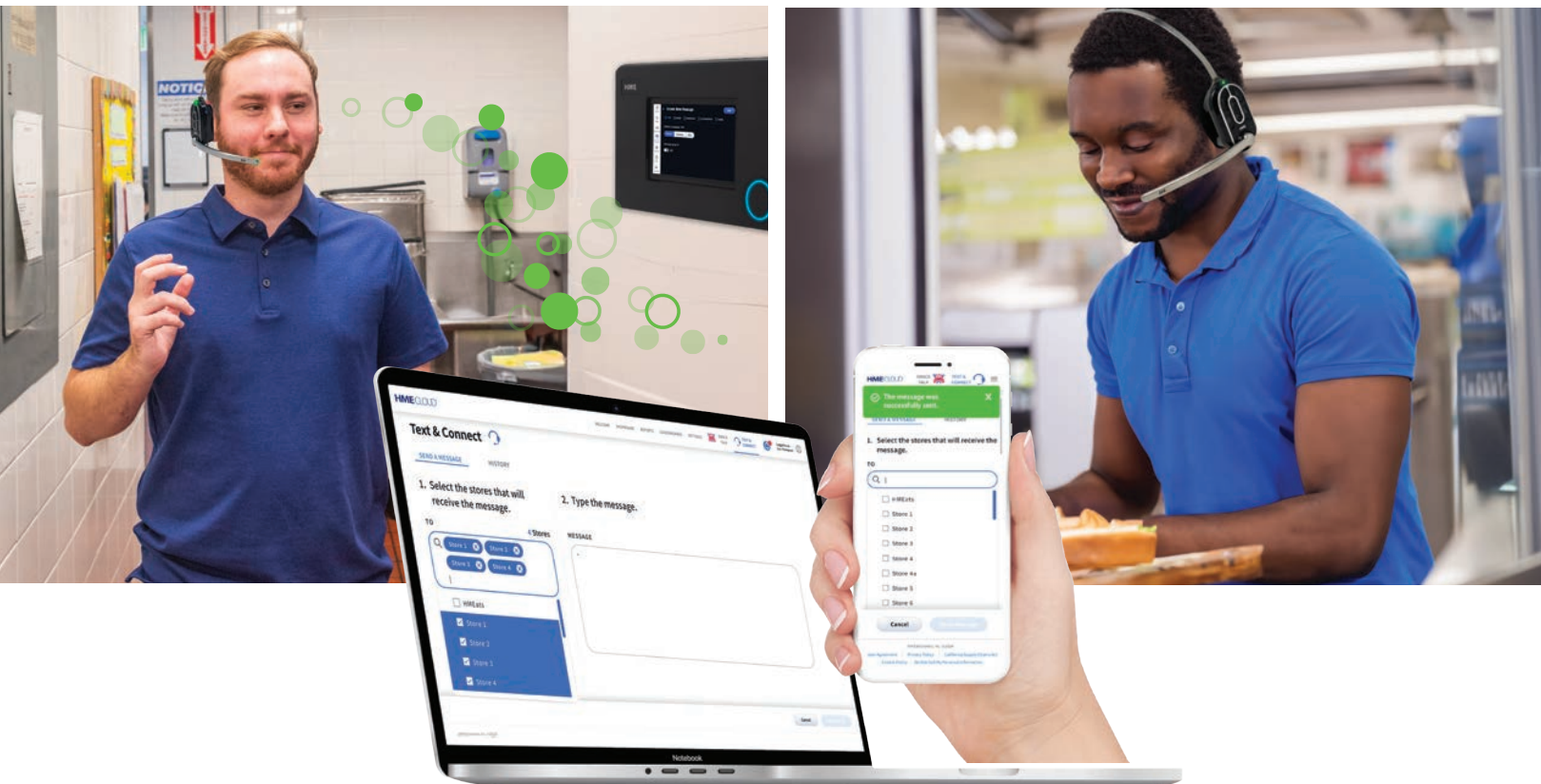
“Hi! Thanks for calling Burger Grill Prime. How may I help you?”

\*Optional accessory. Only available for U.S. and Canada landlines.

# Text & Connect

## Send Custom, Real-Time Messages to Your Stores

Easily send real-time messages to select restaurant teams and stores from your PC or mobile device. Whether you're congratulating your store on a job well done or sharing key information, your message starts as a text on the HME CLOUD® and is delivered within seconds as an audio message on the NEXEO headset, without interrupting the drive-thru. Revolutionize your store operations and use Text & Connect to build employee engagement, recognize outstanding performance, and deliver consistent communication at any time and from anywhere.



Select the teams or stores that will receive the message.



Connect with your team by entering an encouraging message or reminder.



Tap/Click to send message. Real-time audio plays in the NEXEO headset.

# Accomplish More Hands-Free

## Talk to Your Headset\*

In the everyday hustle of restaurant operations your crew can use all the help they can get. Voice-enabled technology enables instant connection to a drive thru lane to greet the customer with no delay. Voice commands increase efficiency and improve workflows by keeping the momentum going as your team stays on task to better serve your customers. Adjust headset settings, switch lanes, initiate a one-to-one call to a team member, connect to different work groups, and more — all hands-free.



\*Feature is currently in test.

# 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 Restaurant Communication

With the capability for multiple independent conversations at once, including drive-thru communication, NEXEO exceeds expectations for restaurant communication. Group calls enable team collaboration and provide timely information, increasing efficiency and improving service across all areas of your restaurant. One-to-one calling offers a private individual channel for discreet coaching that helps improve performance no matter where you are in the 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 key staff, providing critical insight to the right person at the right time.

### ANSWER PHONE CALLS

Don't keep customers waiting, and answer the restaurant phone quickly and easily on your NEXEO headset.

### 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

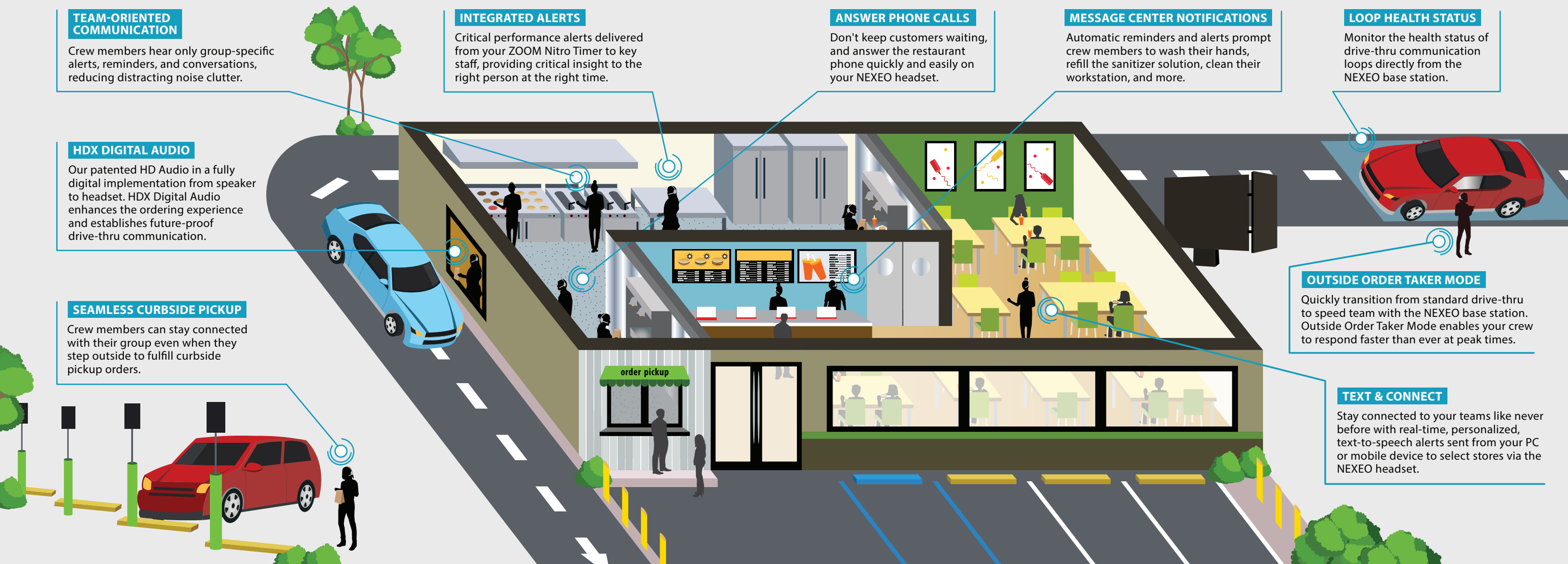
Crew members can stay connected with their group even when they step outside to fulfill curbside pickup orders.

### 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.

### TEXT & CONNECT

Stay connected to your teams like never before with real-time, personalized, text-to-speech alerts sent from your PC or mobile device to select stores via the NEXEO headset.



# NEXEO® | Pro

## Purpose-Built for Voice AI Ordering (VAIO)

NEXEO Pro's total restaurant communication solution provides all the power and advantages of the NEXEO | HDX platform, including the technology to seamlessly support the voice AI provider of your choice without requiring additional audio boxes or adaptors — HDX Digital Audio, advanced telemetry, remote management, and more. Through telemetry, we continuously monitor and evaluate the networked audio to ensure your VAIO system and NEXEO Pro are always operating at peak performance. The NEXEO Pro system components are specifically built and designed for seamless VAIO integration, making it the best and only choice for a voice AI ordering experience with the highest quality, consistency, and performance.

# Free to be More Customer-Centric

## Consistent, Accurate, and Better Service

NEXEO Pro enables a seamless automated drive-thru ordering experience unlike any other. Thanks to the platform's unmatched end-to-end digital audio, your VAIO system can "hear" customers in HD Audio, which is key for higher order accuracy and a better customer experience. While 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. Additionally, the platform enables crew members to take over the ordering process at any moment and also allows an automatic escalation from the bot, if necessary. NEXEO Pro delivers a fast and accurate ordering experience, keeping the queue moving quickly.



## NEXEO Pro Highlights

- Group Communication
- Seamless Voice AI Integration
- Text & Connect
- Voice Commands
- Group Alerts & Reminders
- 1-to-1 Group Calling
- HDX Digital Audio
- ZOOM Nitro® Timer Integration
- Touchscreen Interface
- Intuitive Message Center
- At-a-Glance System Health
- 1-to-1 Calling
- Tap-to-Connect Registration
- Remote Management



# NEXEO® | Core

## Elevate the Classic Drive-Thru Experience

Designed to help mom-and-pop shops take their drive-thru communication to the next level, NEXEO Core provides the NEXEO | HDX platform essentials for world-class drive-thru audio. With a total of four users able to talk at the same time, this solution empowers small operations to maximize efficiency and provide a better customer experience. Plus, save valuable time when you manage your stores remotely like setting a customer greeter in HME CLOUD® and applying to all stores with just a few clicks. Unlike other drive-thru systems on the market, NEXEO Core provides unmatched audio quality, remote system management, and enhances system usability to improve your crew's day-to-day experience.

## NEXEO Core Highlights



**HDX  
Digital Audio**



**Tap-to-Connect  
Registration**



**Touchscreen  
Interface**



**At-a-Glance  
System Health**



**Intuitive  
Message Center**



**Remote  
Management**

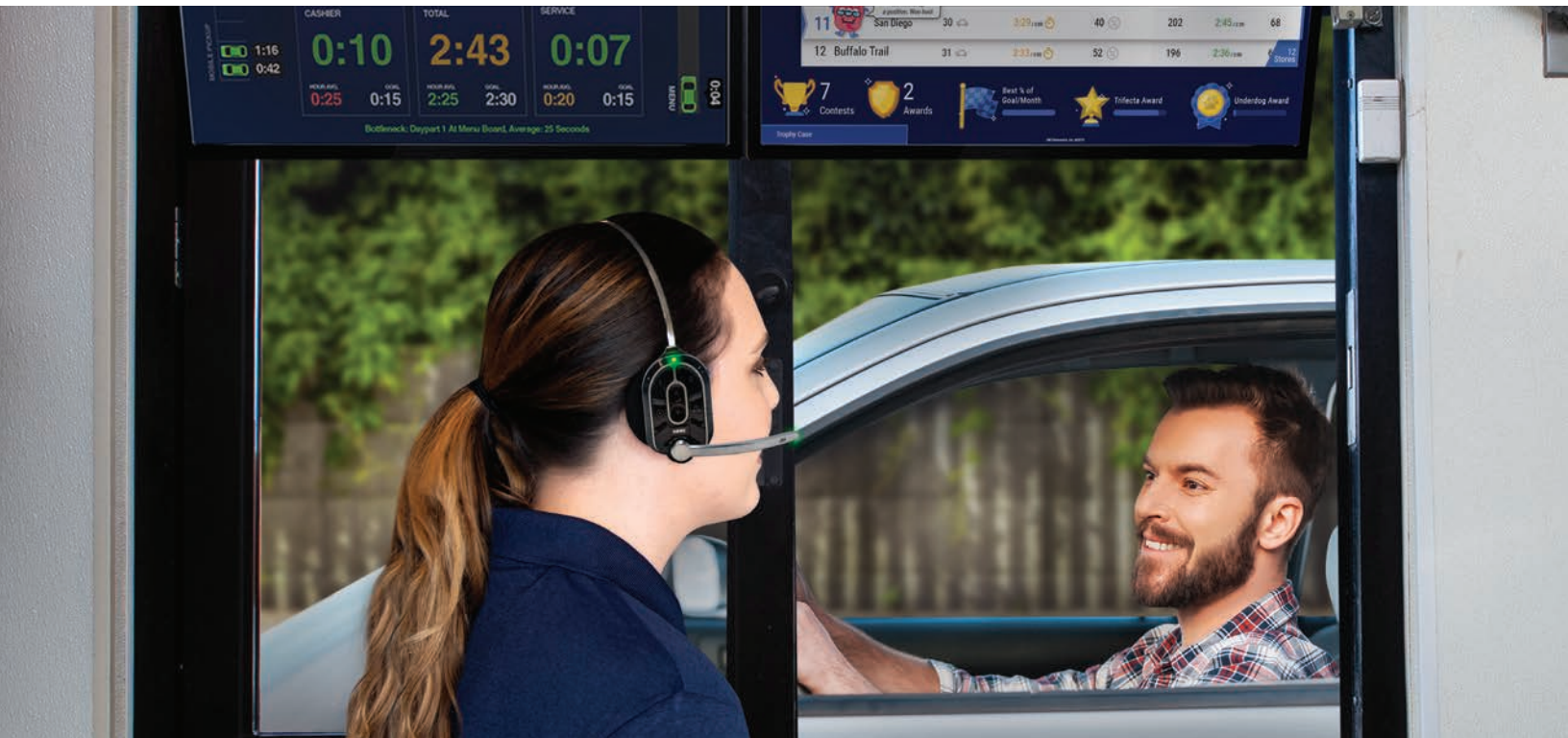






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**About HME Hospitality & Specialty Communications**

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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