HME
HOSPITALITY & SPECIALTY COMMUNICATIONS

# NEXEO HDX™ WIRELESS SYSTEM
## QUICK REFERENCE INSTALLATION GUIDE

DRAFT

## INSTALLATION

**1** Survey the premises with store manager to determine the optimal mounting locations for each component. Take into consideration:

- Cable lengths for the hardwired components.
- Base Station accessibility to all crew members and in an area free from obstructions.
- The Base Station mounting height should be between 4 feet (122 cm) and 5 feet (152 cm) from the floor (see Fig. 1.1). **Note**: Mounting height should also take into consideration personnel with disabilities.
- Choosing a good Remote Transceiver mounting location is critical (see Component Notes, and Step 5 with Fig. 1.3, and 1.4).

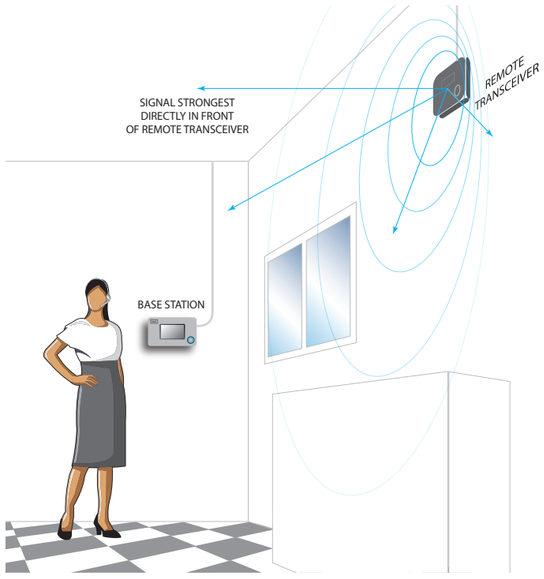



Fig. 1.1

**2** Set up and connect power to the AC70 Battery Charger. Insert batteries to begin charging. Up to four batteries can be charged at one time. See Component Notes for more information.

**3** If you are replacing an existing HME product, placing the Base Station close to the Base Station you are replacing will enable you to use the existing wires/cables without having to route new wires. However, verify the wires/cables are in good condition before using. Open the Base Station and mark the mounting location on the wall through the four mounting holes at each corner inside the Base Station (see Fig 1.2). Mount the Base Station using the hardware provided.

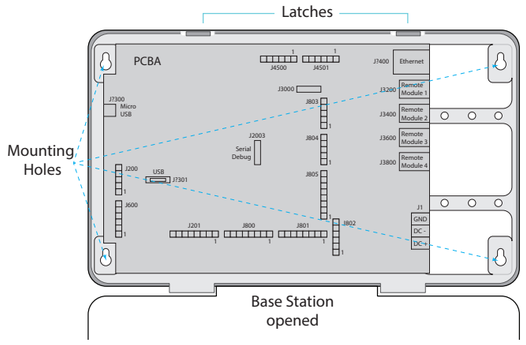



Fig. 1.2

**4** Also mount the Base Station power supply. Mark the mounting location on the wall through the mounting holes on each side. Mount the power supply using the hardware provided.

**5** **Critical Step**: Loosely mount the Remote Transceiver in an optimal location (until range tested with a roving headset using the Installation Wizard via the Base Station in steps 9 & 10). For example, notice Fig. 1.3 and 1.4, they show two different store layouts with specific targeted areas where the headsets are primarily used (the blue areas are those needing coverage). Each store required the Remote Transceiver (represented by the small blue rectangle) to be mounted in an optimal location to provide best coverage resulting in two different mounting locations unique to the store's need (see "Component Notes" on page 3 for more details on placement).

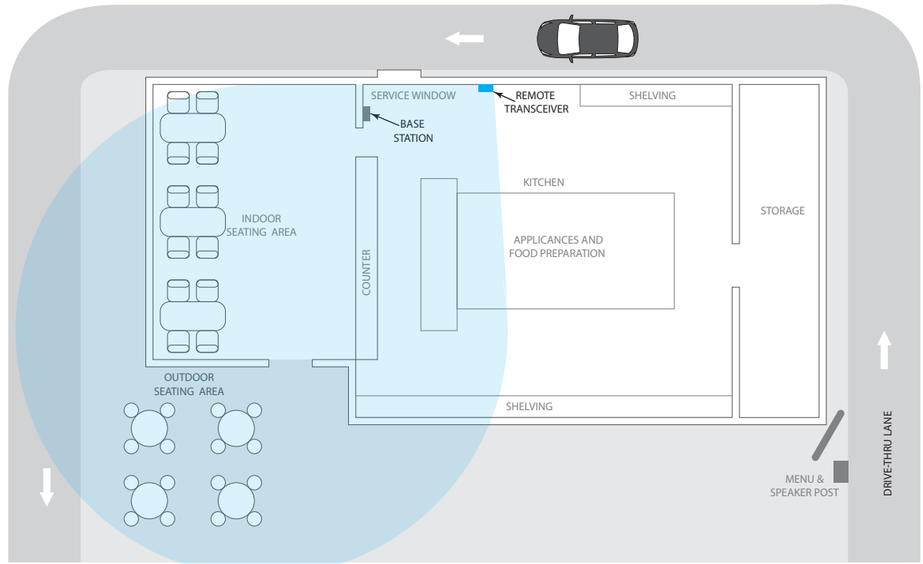



Fig. 1.3

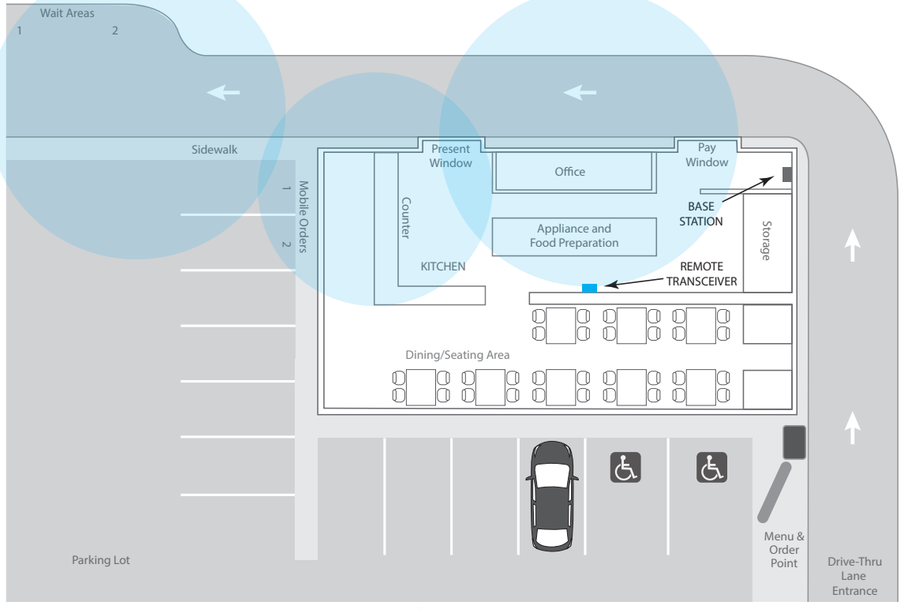



Fig. 1.4

6. Install any other components required for functionality such as speakers, etc. If installing a new system with Speaker/Mic SM7000 use Fig. 2.3 as a wiring reference.
However, if connecting to an existing system using a microphone or speaker that is not a NEXEO component such as a DM5 microphone, or SP10 speaker, you must also use the IB7000 to make these components compatible. Use Fig. 3.1 as a wiring reference and see "Component Notes."
7. Route and terminate all additional component cables to the Base Station using the wiring references in this guide. Consult the store's IT personnel when connecting to the network router.
8. Terminate the Base Station power supply and connect to outlet. The Base Station turns on.
9. On the Base Station UI, follow the onscreen Installation Wizard to configure and test the system.

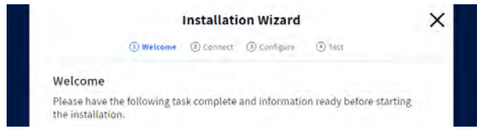



Fig. 2.1

**Note**: If you accidentally exit the Installation Wizard and need to return to it. LOG IN to the system, go to SYSTEM, then the ADVANCED tab and select "Installation" from the drop-down menu. Tap the "Start Installation Wizard" button.

10. **Critical Step**: The Installation Wizard prompts you to use a paired headset switched into Reception Location Mode. You will need to walk all areas of the store where the headset will be used to ensure a good and continuous signal. The Boom LED at the tip of the Headset microphone flashes different colors to indicate areas with strong or weak reception. This color-coded range is shown in Fig. 2.2.

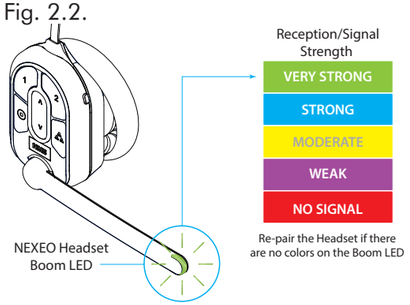



Fig. 2.2

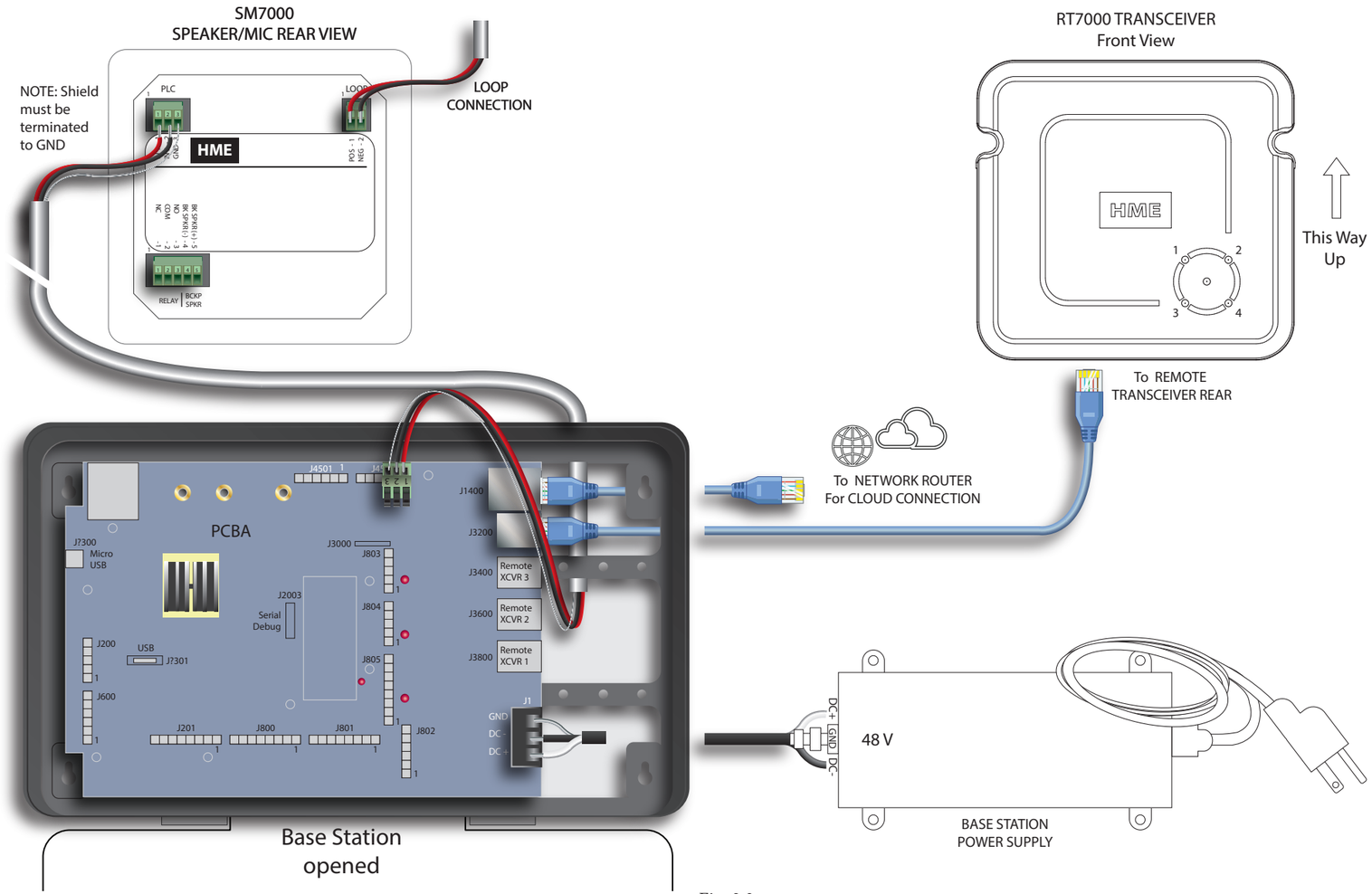
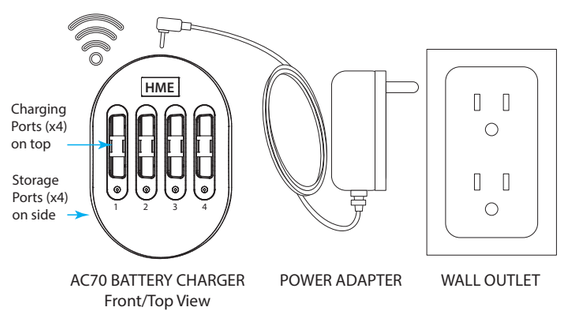



Fig. 2.3

**Note**: Depending on the size and layout of the store, some stores may require more than one Remote Transceiver to provide good coverage.

11. Test audio levels between the headsets and the drive-thru ordering points, adjust accordingly using the volume controls on the Base Station UI
12. Once the optimal location for the Remote Transceivers has been verified. Secure all the loosely mounted system components.
13. Use cable ties to bundle and strain relief the cables exiting the Base Station to one of the crossbars on the rear housing.
14. Close the Base Station. The system is now ready for use.




**Note**: Only use the HME approved Power Adapter provided

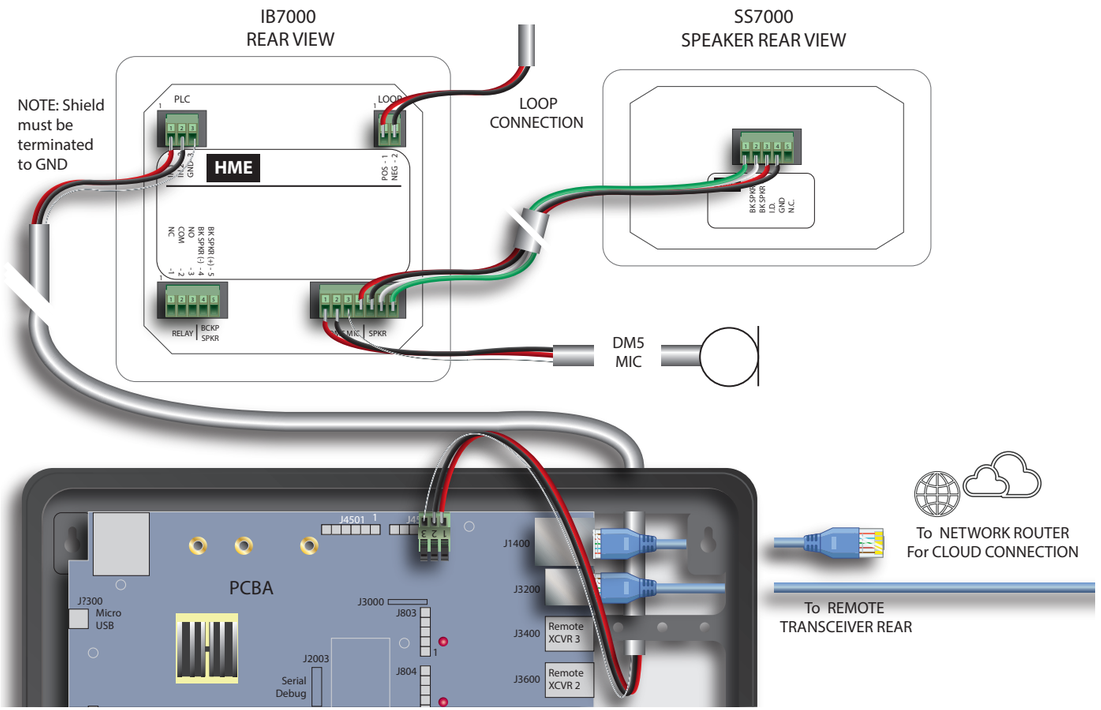
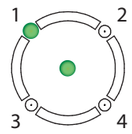



Fig. 3.1

## Component Notes

**Installing the Remote Transceiver** (RT7000):

- Mount the transceiver high in a central location to headset usage.
- Maximize line of sight between the transceiver and headsets in an area free from obstructions and equipment/materials that can interfere with signal propagation. These include walls, large metal appliances, hoods, and backsplashes, etc.
- Mount the transceiver vertically on a wall in the upright position (see arrow on Transceiver rear). Do **NOT** mount horizontally such as on a ceiling, this will reduce the transceiver's range.
- Signal propagation is strongest directly in front of the Transceiver and then to the sides.
- The RT7000 uses an Ethernet (Cat5 or Cat6) cable. Do not exceed 1000' (304 m).
- Large premises may require more than one Transceiver. Up to four Transceivers are supported by one Base Station.
- Once connected to the Base Station, the LED in the middle of the circle on the transceiver front illuminates to indicate it is turned on. One of the outer LEDs (numbered 1 to 4) around the circle also turns on (depending on which port the Transceiver is connected to on the Base Station). This outer LED will initially flash as the Transceiver scans for available channels before turning solid green once a channel is found (on the Base Station HOME screen, the Transceivers indicator is yellow while scanning before turning green).




**Power Supply**:

1. Terminate the positive wire of the power supply to J1 (DC + terminal).
2. Terminate the negative wire of the power supply to J1 (DC - terminal, pin 2).

**Note**: Only use the HME power supply provided with your system.



**IB7000 Connections**:
Mount the IB7000 inside the speaker post close to the speaker/mic. This will help minimize audio hum and noise. As a result, do **not** mount the IB7000 inside the store as this will position it too far from speaker/mic.

**Note**: PLC connections require the shield/drain to be grounded (connected to pin 3 of the PLC connector).

| DM5 MIC \| SPKR | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Mic + | Ext. Microphone positive (Red) |
| 2 | Mic - | Ext. Microphone negative (Black) |
| 3 | GND | Mic Shield (must be terminated) |
| 4 | I.D. | 1-WIRE I/F (Red) |
| 5 | GND | Ground (Black) |
| 6 | Spkr - | Speaker negative (White) |
| 7 | Spkr + | Speaker positive (Green) |

**The Smart Battery Charger** (AC70):

- The AC70 can be placed on a desk or mounted on the wall (use the template on page 4 if mounting on a wall). Position the Smart Charger (AC70) within 10 feet (3 m) of the Base Station if you wish to monitor your battery status via the Base station Home screen.
- The batteries may have depleted during transit and/or storage so we recommend you begin charging them immediately.
- The LEDs on the Smart Charger indicate charge status, there is one for each port (see Smart Charger LED Reference Table).

| Smart Charger LED Reference Table | | |
|---|---|---|
| | **Color** | **Status/Description** |
| | Blue | Charger on, Port empty |
| | Green | Flashing = Charging<br>Solid = Fully charged |
| | Red | Flashing = Unrecognized battery<br>Solid = Dead battery, replace battery |
| | Red/ Yellow | Flashing Red & Yellow (alternating)= Fault condition |

**Headset** (AIO HS7000):

1. Install a charged battery into the headset (if not already installed) and press the power button to turn on (see Fig. 3.2). The status LED blinks green and red.
2. Pair the headset by holding the keypad side of the headset against the Headset Pairing Ring (solid blue circle) on the Base Station (see Fig. 3.3). Pairing begins automatically as soon as the headset is sensed.
3. When the Headset Pairing Ring turns solid green, pairing is successful (see note if pairing fails). The Headset status LED also turns solid green.
4. Choose your position on the Base Station Home screen and begin using the headset.

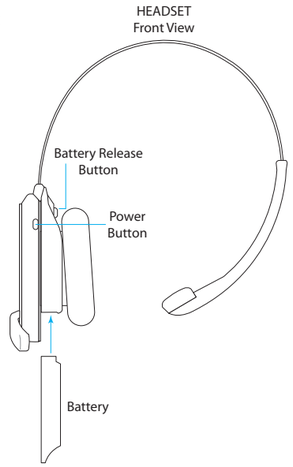



Fig. 3.2

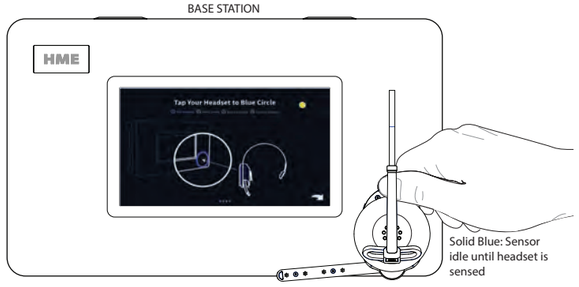



Fig. 3.3

**Note**: If pairing fails (assuming the headset is on, and the headset battery is fully charged), try again. Hold the headset steadily centered and flush against the Headset Pairing Ring (headset movement and distance from the Pairing Ring can cause pairing errors).

| J200 (Line In/Out) | | |
|---|---|---|
| **Pin #** | **Label** | **Descptn/color** |
| 1 | Line In | |
| 2 | GND | Ground |
| 3 | N.C. | |
| 4 | Line Out | |
| 5 | GND | Ground |

| J600 (Ceiling Speakers) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Ceiling Spkr1 + | Speaker 1 positive |
| 2 | Ceiling Spkr1 - | Speaker 1 negative |
| 3 | GND | Ground |
| 4 | Ceiling Spkr2 + | Speaker 2 positive |
| 5 | Ceiling Spkr2 - | Speaker 2 negative |
| 6 | GND | Ground |

| J201 (Telephone Interface) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Tel Audio In | |
| 2 | Tel Power +12V | |
| 3 | Tel Off Hook | |
| 4 | Tel PTT | |
| 5 | Tel Ring | |
| 6 | Tel Active | |
| 7 | Ground | |
| 8 | Tel Audio Out | |

| J4500 & J4501 (Spkr/Mic Interface) | | |
|---|---|---|
| **Pin #** | **Label** | **Descptn/color** |
| 1 | Spkr/Mic PL + | Red to PLC IN1 - 1 |
| 2 | Spkr/Mic PL - | Black to PLC IN2 - 2 |
| 3 | Shield | Shield to PLC GND - 3 |
| 4 | Spkr/Mic PL + | |
| 5 | Spkr/Mic PL - | |
| 6 | Shield | |

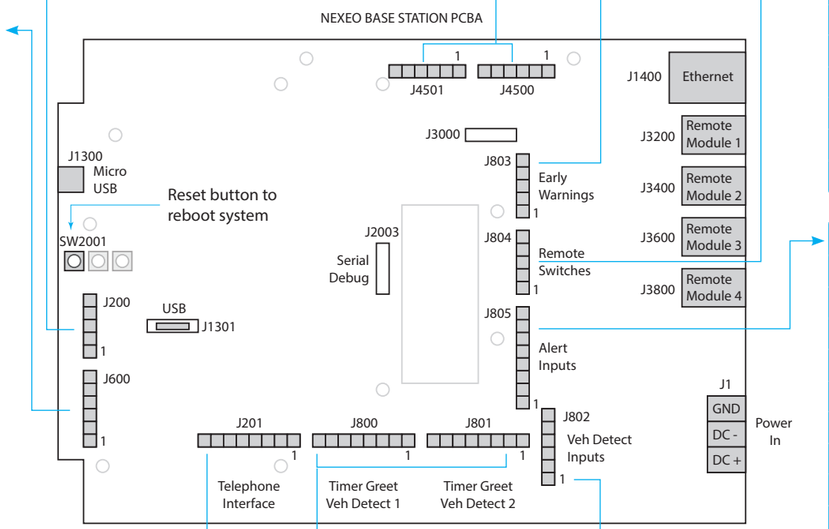



Fig. 4.1

| J800 and J801 (Lane 1 & 2 Timer) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Greet Out | |
| 2 | GND | Ground |
| 3 | N.C. | Not used |
| 4 | A talk | Headset Lane 1/2 button |
| 5 | GND | Ground |
| 6 | Rly Com | Veh Det Out |
| 7 | Rly N.O. | Veh Det Out |
| 8 | Rly N.C. | Veh Det Out |

| J802 (Vehicle Detect Inputs) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | +12 V | Power |
| 2 | GND | Ground |
| 3 | Veh Det In 1 | Vehicle Detect input |
| 4 | N.C. | Not used |
| 5 | Veh Det In 2 | Vehicle Detect 2 input |
| 6 | GND | Ground |

| J803 (Early Warning Inputs) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Early Warn In 1 | |
| 2 | GND | Ground |
| 3 | N.C. | Not used |
| 4 | Early Warn In 2 | |
| 5 | GND | Ground |

| J804 (Remote Switch Inputs) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | GND | Ground |
| 2 | Speed Team In 1 | |
| 3 | Operator In | |
| 4 | Speed Team In 2 | |
| 5 | GND | Ground |

| J805 (Alert/Alert Switch Inputs) | | |
|---|---|---|
| **Pin #** | **Label** | **Description/wire color** |
| 1 | Switch In 1 | |
| 2 | Switch In 2 | |
| 3 | Switch In 3 | |
| 4 | GND | Ground |
| 5 | Switch In 4 | |
| 6 | Switch In 5 | |
| 7 | Switch In 6 | |
| 8 | GND | Ground |

A copy of this guide and additional information can be found by scanning this QR code.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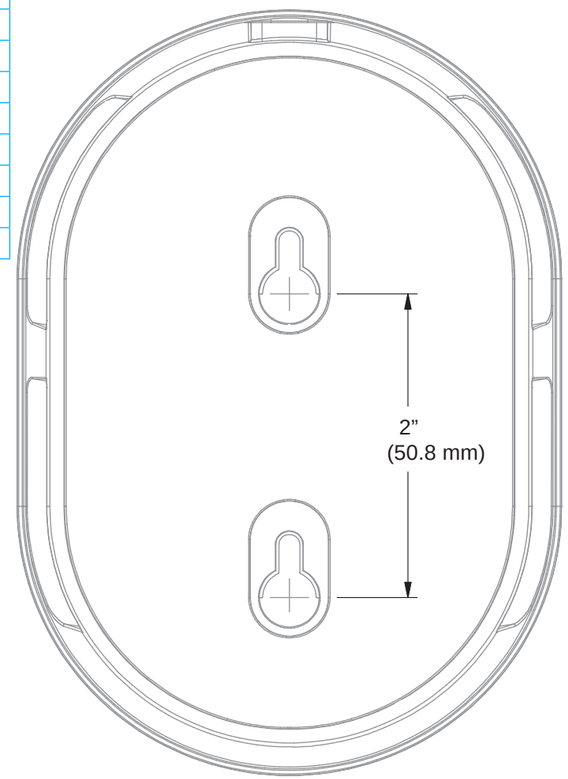
Mounting Template for AC70

1. Hold template against wall,
2. Use a marker to punch through paper at the crosses to mark the wall.
3. Mount using hardware provided.



## REGULATORY COMPLIANCE

Applicant Name: HM Electronics, Inc.
Applicant Address: 2484 Whiptail Loop, Carlsbad CA 92010, United States
Manufacturer Name: HM Electronics, Inc.
Manufacturer Address: 2484 Whiptail Loop, Carlsbad CA 92010, United States
Country of Origin: USA
Brand: HME

Caution: All products are compliant with regulatory requirements detailed in this document when the user follows all installation instructions and operating conditions per HME specifications.

Caution: Use of accessories and peripherals other than those recommended by HME may void the product's compliance as well as the user's authority to operate the equipment.

Caution: All products are designed for use with the standard, integral or dedicated (external) antenna(s) that are shipped together with the equipment. Any product changes or modifications will invalidate all applicable regulatory certifications and approvals.

Caution: The use of software or firmware not supported/provided by HME products may result that the equipment is no longer compliant with the regulatory requirements.

Warning: The power adaptor is the equipment's disconnection device. The power outlet must be located nearby the equipment and its access must be easy.

## FCC NOTICE

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 HME could void the user's authority to operate this equipment.

## FCC/IC/EC RF EXPOSURE WARNING

This product complies with FCC/IC/EC radiation exposure limits set forth for an uncontrolled environment.

Produits HME sont conformes aux limites IC d'exposition aux rayonnements définies pour un environnement non contrôlé.

This product may not be co-located or operated in conjunction with any other antenna or transmitter.

Cet appareil et son antenne (s) ne doit pas être co-localisés ou fonctionnement en association avec une autre antenne ou transmetteur.
To comply with FCC/IC/EC RF exposure requirements, this unit must be installed and operate at least 20 cm (8 inches) from any person.

Produits HME doivent être installés et utilisés avec distance minimum de 20cm entre le radiateur et votre corps.



## INDUSTRY CANADA COMPLIANCE STATEMENT

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est soumise aux deux conditions suivantes:
(1) cet appareil ne doit pas provoquer d'interféence, et
(2) cet appareil doit accepter toute interféence radioéectrique subie, mêe si l'interféence est susceptible d'en compromettre le fonctionnement.

Cet éetteur exempt de licence est éuipéd'une antenne intéré. Cet éetteur exempt de licence n'est pas autoriséàfonctionner avec une autre antenne.

Cet appareil et son antenne (s) ne doit pas être co-localisés ou fonctionnement en association avec une autre antenne ou transmetteur.

Cet appareil numérique de la class[A] est conforme à la norme NMB-003 du Canada.

This Class[A] digital device complies with Canadian ICES-003.

## KOREAN NOTICE

A급 기기 (업무용 방송통신기자재)
이 기기는 업무용(A급)으로 전자파적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정외의 지역에서 사용하는 것을 목적으로 합니다.

Class A equipment (commercial broadcasting and communication equipment)
This device has been tested for conformity for us in a work environment. In a domestic environment, radio interference may occur.

## EUROPEAN UNION (CE MARK)

CE

The CE marking indicates compliance with the following directives and standards, whenever applicable to the product in question.

**Directives:**
- Radio Equipment Directive 2014/53/EU
- Electromagnetic Compatibility Directive 2014/30/EU
- Low Voltage Directive 2014/35/EU
- RoHS Directive 2011/65/EU and 2015/863/EU

**Standards:**
- EN55022/EN55032
- EN55024/ EN55035
- IEC/EN62368-1
- EN300328
- EN301489
- EN50581

**Warning:** This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

## *WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)*

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

## *INSTRUCTIONS FOR DISPOSAL OF WEEE BY USERS IN THE EUROPEAN UNION*

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