

**HD**AUDIO

HEAR WHAT YOU'VE BEEN MISSING

**HME**

®



**ALL NEW**

**EOS | HD**<sup>™</sup>

*Evolution of Sound*

Digital drive-thru headset system with HD Audio

Actual size headset



**20% INCREASE IN INTELLIGIBILITY**

for improved speed of service and profitability

**2X THE AUDIO BANDWIDTH**

for improved order accuracy and customer experience

# Introducing EOS | HD™



## New, Unmatched Clarity for Your Drive-Thru

A new technology from HME is storming the drive-thru industry. All new EOS | HD with HD Audio brings with it a dramatic improvement in sound clarity like you've never heard before. With HD Audio, the whole drive-thru conversation is dramatically improved. The unmatched clarity and noise reduction from EOS | HD delivers a whole new drive-thru experience for you and your customers.

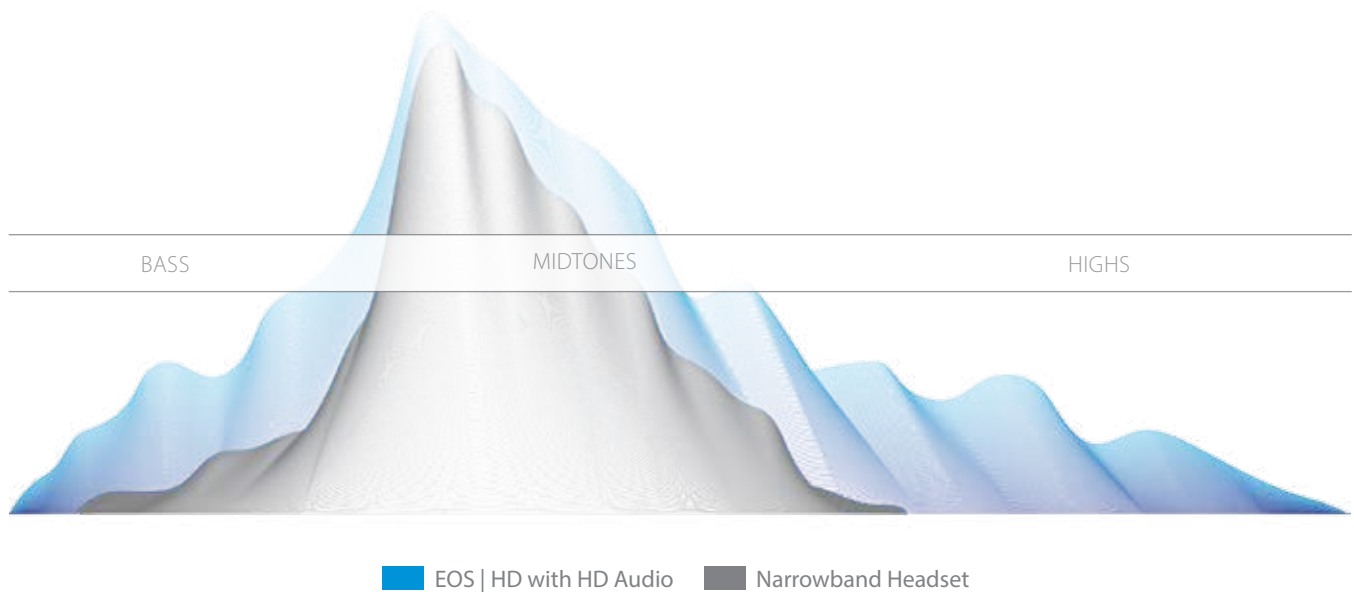
EOS | HD provides clearer, more intelligible speech, dramatically reduced noise from both outside and inside the restaurant, and fewer distractions for crew members. The result — improved order accuracy, increased profitability, and a better customer experience.

# HD AUDIO

## Hear What You've Been Missing

The greatest advancement in sound since digital, HD Audio is the drive-thru like you've never heard it before. HD Audio combines industry-changing wideband technology with groundbreaking new noise reduction and echo cancellation to deliver unparalleled clarity and intelligibility to your store.

### WIDEBAND



*The revolutionary EOS | HD has twice the audio bandwidth to dramatically extend the vocal range compared to other systems.*

# 2X THE AUDIO BANDWIDTH

**for improved order accuracy and customer experience**

# 20% INCREASE IN INTELLIGIBILITY

**for improved speed of service and profitability**

## Wideband Technology: Hear the Whole Conversation

The only drive-thru headset with wideband technology, EOS | HD provides a whole new way of delivering drive-thru conversation. You and your customers have never heard each other this clearly. This wideband technology encompasses an expanded audio range to include higher and lower voice frequencies—providing a more accurate representation of the human voice. Covering a vastly larger vocal range than previous digital systems, EOS | HD brings increased intelligibility and clarity to your drive-thru.



## INBOUND NOISE REDUCTION

**44% IMPROVEMENT**

**in inbound noise reduction delivers improved order accuracy and reduced employee fatigue**



*Cars*



*Trucks*



*Traffic*

## OUTBOUND NOISE REDUCTION

**88% IMPROVEMENT**

**in outbound noise reduction delivers a better customer experience**



*Blenders*



*Ice Machines*



*Kitchen Timers*

### **Inbound Noise Reduction: Hear Your Customers Clearly**

An incredible 44% improvement over previous systems, EOS | HD's new inbound noise reduction provides a clearer, more understandable drive-thru conversation. And with 17 times the echo cancellation, crew members can have total focus on the customer.

These highly advanced noise reduction enhancements remove engine and traffic sounds from the drive-thru. Drastically improving order comprehension, EOS | HD reduces employee fatigue and allows them to better understand the customer and get the order right the first time.

### **Brand New Outbound Noise Reduction: Let Your Customers Hear You**

EOS | HD's innovative outbound noise reduction removes background kitchen noise, including blenders, so that customers can hear and understand crew members better.

This astonishing 88% improvement in outbound noise reduction means customers leave happier than ever before.

### **Listen for Yourself**

[www.hme.com/eos-demo](http://www.hme.com/eos-demo)



# Unmatched Comfort



## Lighter Weight, Balanced Design

EOS | HD delivers all day comfort to users. It's compact, lightweight design provides a more comfortable fit for your employees. EOS | HD is balanced to stay on the user's head without adding extra pressure—so your employees can concentrate on the customer and not their headset.

# Unparalleled Message Center

## Manage Your Drive-Thru Like Never Before

The EOS | HD drive-thru headset system offers a convenient message center that allows managers to customize greetings and send important reminders and alerts to crew members. The message center helps managers to run their restaurants with greater efficiency and profitability.



### Greetings

Sequence multiple messages through all dayparts to promote specials and improve check averages. Record up to 12 customer greetings to play through the day.



### Reminders

Schedule automatic reminders to keep employees on task; create your own or choose from pre-recorded options.



### Alerts

Automatically informs staff members of critical developments affecting food safety and employee security. Alerts only trigger when certain events occur (i.e. "Back door open.").

# Untethered Network Capability



## Manage Your Drive-Thru From Afar

Remotely connect to EOS | HD to update settings or troubleshoot when not at the store. Connect to one or multiple locations with no additional software required.

- > Make changes from any remote PC, smartphone, or tablet
- > Change settings, greetings, reminders and alerts from anywhere

# Designed for Durability

## Fewer Moving Parts | Far Greater Reliability | Lower Cost of Ownership

Advanced engineering has resulted in the smallest, most durable all-in-one (AIO) drive-thru headset ever. EOS | HD's innovative design dramatically improves reliability by eliminating the most frequent repair issues for AIO headsets. With its super-compact and durable design, EOS | HD is the perfect combination of comfort, performance and reliability.

### Wire-Free Headband

No wires across the headband to the battery means no wires to break. Wire-free design eliminates the number one repair issue for all-in-one headsets.

### Steel Headband

Can be pulled and twisted in various directions without damage. Instantly snaps back to fit any head size. Strong enough to withstand the rigors of the QSR environment.

### No Moving Buttons

No mechanical switches or springs means nothing moves – for greater reliability.

### Die-Cast Metal Pivot

Innovative metal pivot point keeps the boom in place and helps keep wires from breaking.

### Steel Boom

Steel design prevents wire breakage unlike flexible booms. Eliminates the number two repair issue for all-in-one headsets.

### Reinforced Xylex® Casing

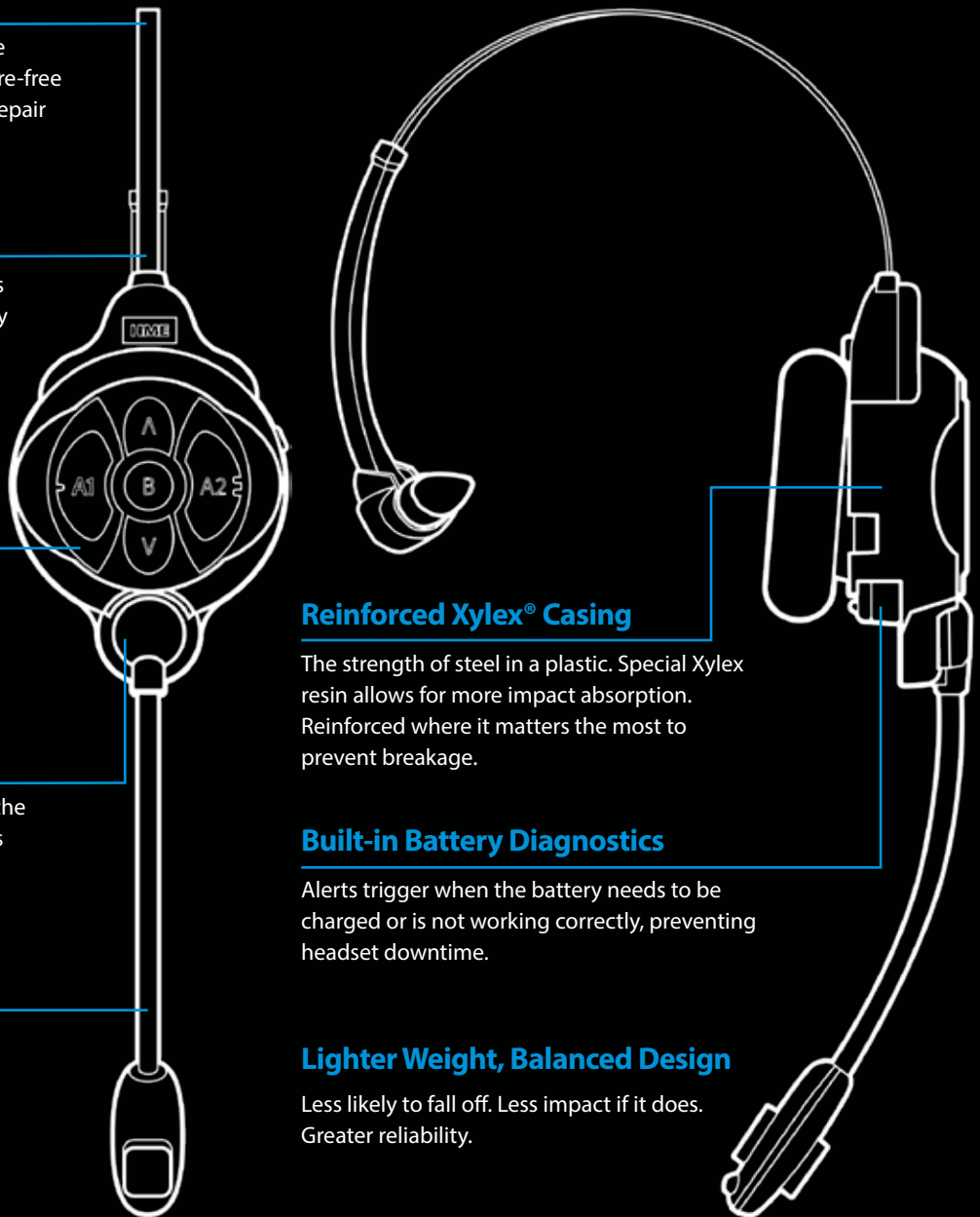
The strength of steel in a plastic. Special Xylex resin allows for more impact absorption. Reinforced where it matters the most to prevent breakage.

### Built-in Battery Diagnostics

Alerts trigger when the battery needs to be charged or is not working correctly, preventing headset downtime.

### Lighter Weight, Balanced Design

Less likely to fall off. Less impact if it does. Greater reliability.





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**About HME**

HME was the first to introduce the wireless headset for the drive-thru to the QSR industry. Today, we lead the industry in the number of worldwide QSR communication and timer system installations. Each day quick service restaurants take over 25 million orders using our systems. HME is the only manufacturer that provides total solutions for the QSR drive-thru, including wireless and cabled communication systems, timers, service, and support.



**Scan to visit our website or call toll-free (800) 848-4468  
or your local authorized HME dealer for more information.**