

ion IQ™ ALL NEW - BEYOND DIGITAL



Digital Drive-Thru  
Communication System

HME

Customer Driven



**"The majority of our business is drive-thru, so we need a system that moves more cars through, more quickly. *ION IQ* does just that."**

**— KAHN PHOMASY**

*Major Quick Service  
Restaurant Manager*

# An Evolution in Drive-Thru Technology

A revolution in restaurant communication

It started with analog. Then came the very first digital drive-thru system from HME — ushering in the age of faster service times and greater order accuracy, thanks to the unmatched clarity of digital sound.

Now HME is proud to present *ION IQ* — taking the drive-thru system beyond digital with groundbreaking, new sound enhancement technologies, restaurant management capabilities, and the smallest all-in-one headset ever.

*ION IQ*'s AIO headset is half the size of any all-in-one drive-thru headset on the market, with unparalleled comfort, reliability and sound quality.

## FASTER SERVICE WITH DIGITAL SYSTEMS



*\*Speed up service times by 8-10 seconds per customer when you switch from an analog to a digital communication system.*

*\*Published in QSR Magazine*



**"This headset is great! It's super small,  
super comfortable, and the sound  
couldn't be clearer."**

**— STAN FIDDELKE**

*Major Quick Service  
Restaurant Owner*



# Half the Size, Twice the Comfort



- > **Think Small:** Half the size of any all-in-one (AIO) drive-thru headset on the market. The *ION IQ* AIO headset is super-compact, super-lightweight and brings unparalleled balance and comfort to users.
- > **Greater Reliability:** Its unique design means fewer moving parts and greater reliability. Constructed with diecast parts, for even greater durability over time.
- > **Better Sound Quality:** Featuring a highly directional microphone that isolates sound better and delivers superior clarity every time.
- > **Expanded Coverage:** Above and beyond other headsets; reaches into far areas of the parking lot, and resists dropouts and interference caused by stainless steel and walk-in coolers.

# A Better Belt-Pac



- > **Cleaner, Clearer Sound:** Enhanced digital noise cancellation dramatically improves clarity and order accuracy.
- > **Compact Size:** Fits in the palm of your hand and is by far the smallest belt-pac on the market.
- > **Durable and Reliable:** Headsets with superior-strength steel cables and belt-pacs with completely sealed buttons make this pair extremely durable and reliable.

*ION IQ system is compatible with all-in-one headsets and belt-pacs—giving you the flexibility to mix and match equipment to suit your restaurant's needs.*



**"With ION IQ, I've noticed a dramatic improvement in communication between our customers and employees. But what's really exciting is how much our speed and order accuracy has improved. It's a win-win."**

**— SCOTT JOHNSON**

*Major Quick Service  
Restaurant Manager*



# Industry's Most Comprehensive Sound Management System

Nothing slows down drive-thru performance like poor sound quality. Unclear communication leads to more mistakes, slower service times and reduced profits. That's the inspiration behind *ION IQ's* comprehensive sound management system — the only system to bundle five cutting-edge, sound-enhancing technologies for the very best sound quality in the industry.

1. *ION IQ* enhances drive-thru sound from the moment a customer speaks into its **voice-optimized microphone** — specifically designed to recognize and replicate the human voice and improve intelligibility.
2. Next, **enhanced noise and echo cancellation** virtually eliminates distracting noise during communication, to provide more accurate order taking.

3. **Automatic Noise Control (ANC)** instantly quiets inbound sound when the customer is not speaking, improving listening comfort for employees.

4. **Automatic tuning and digital controls** ensure your system is always set at the optimal levels for clear communication and allows for easy duplication of settings across multiple locations.

5. Additionally, *ION IQ's* **acoustically tuned speaker**, designed specifically for the drive-thru, dramatically reduces distortion to deliver the clearest, most intelligible communication to the customer.



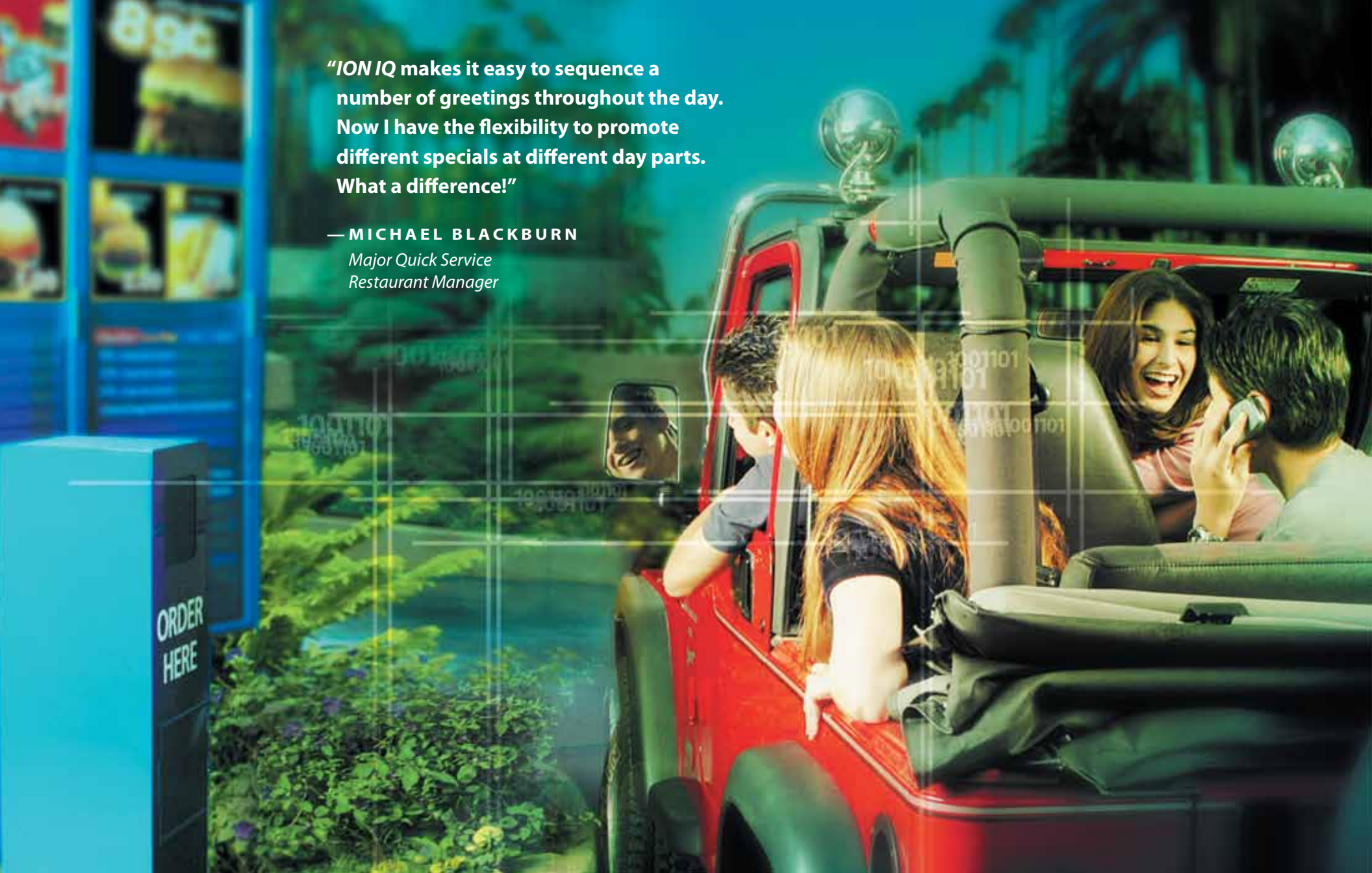
*Five revolutionary technologies combine to provide the industry's most comprehensive sound management system.*



**"ION IQ makes it easy to sequence a number of greetings throughout the day. Now I have the flexibility to promote different specials at different day parts. What a difference!"**

**— MICHAEL BLACKBURN**

*Major Quick Service  
Restaurant Manager*





# Groundbreaking Message Center

## — Beyond the digital drive-thru

*ION IQ* is the first system to solve two of the most common challenges facing operators today: getting crewmembers to perform tasks when they're supposed to and ensuring that communications with customers are timely and accurate.

With more message options than any other system, *ION IQ* gives you total flexibility to deliver the right message, to the right crewmember or customer, at the right time.

### Greetings

*ION IQ* is the most flexible and customizable system there is. Sequence multiple messages to drive-thru customers during breakfast, lunch and dinner day-parts to promote specials and improve your check averages. Schedule greetings to play when you want, how often you want.

- > Sequence and schedule up to 12 customer greetings throughout the day.
- > Promote specials and improve check averages.

### Reminders

Schedule reminders to play to employees on as many (or as few) headsets as you want —one, two or ten — it's very flexible and easy-to-use. Remind staff to wash hands, stock the station, check the bathroom, and more — without interfering with drive-thru order taking.

- > Schedule automatic reminders to keep employees on task.
- > Create your own reminders or use the system's prerecorded messages.

### Alerts

Alerts are only triggered and messages sent when specific events occur.

- > Configure automatic alerts to send messages to one or more headsets.
- > Set alerts to inform staff of critical developments affecting food safety and employee security. Example: "Back door open".

### Greetings

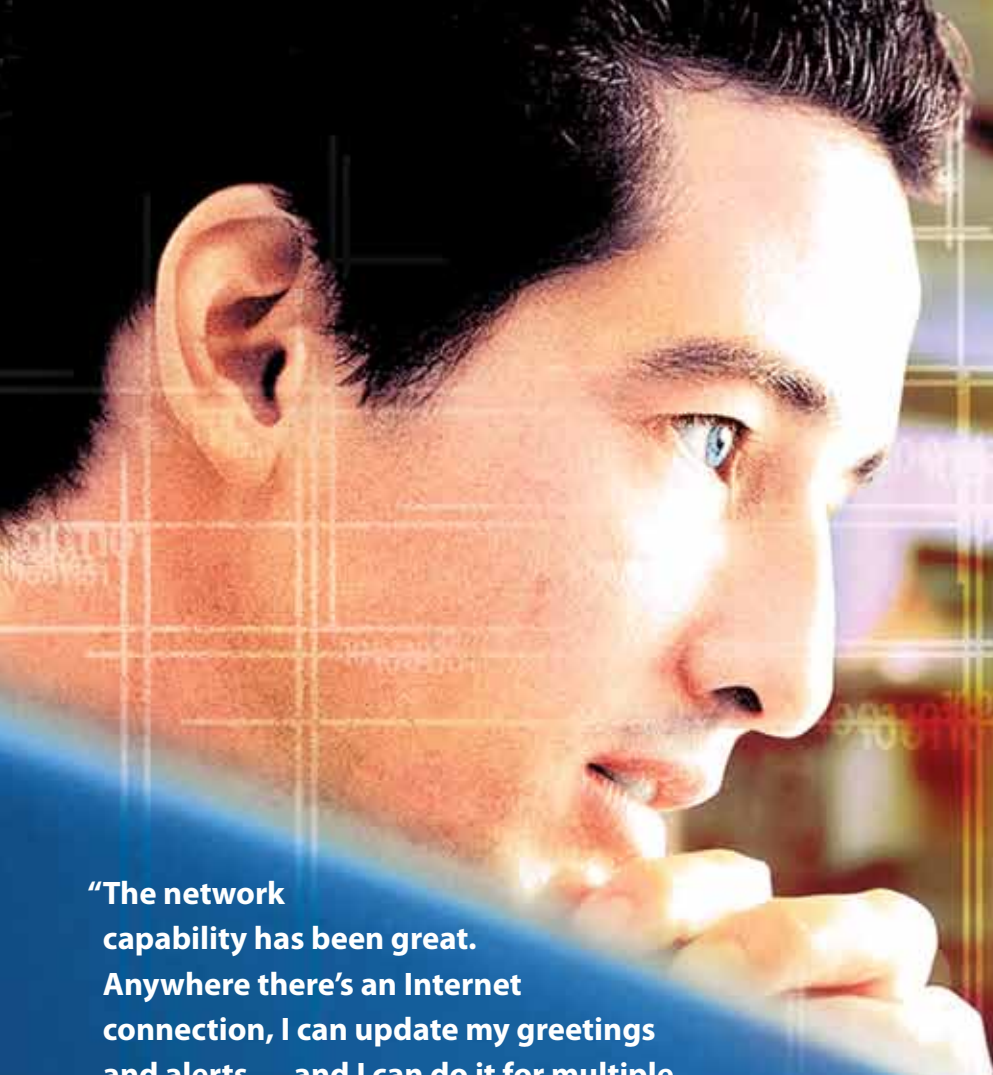


### Reminders



### Alerts





**"The network capability has been great. Anywhere there's an Internet connection, I can update my greetings and alerts ... and I can do it for multiple locations. Thanks ION IQ!"**

— **JOHN BATISTA**  
Major Quick Service  
Restaurant Manager

**Wireless Intercom System** ion IQ

**HME**

	Message Center	Reminders	Alerts
	Customer Greeter		Stop
Status	Schedule	Start	
Vehicle Detection	Times:	06:00:00	09:30:00
Speed Team	1	10:00:00	14:00:00
Message Center	2	14:00:00	17:00:00
Volume Adjust	3	17:00:00	20:00:00
Register Headset	4	21:00:00	06:00:00
Service	5	06:00:00	06:00:00
Installer Settings	6	06:00:00	06:00:00
Store Settings	7	06:00:00	06:00:00
	8	06:00:00	06:00:00
	9	06:00:00	06:00:00
	10	06:00:00	06:00:00
	11	06:00:00	06:00:00
	12	06:00:00	06:00:00

Each row in the table has an **Edit** button to its right.

# New, Digital Controls and User-Friendly Display

ION IQ's large-format digital display and intuitive menus make it easier than ever to manage your drive-thru.

- > Large display screen with easy-to-use, digital soft-touch controls.
- > On-screen instructions walk you through menus and settings.
- > Multi-level password security prevents tampering.



*Industry's largest display and on-screen instructions make it easier than ever to manage your drive-thru.*

# Network Capable

Browser based remote access capabilities allow you to change settings or troubleshoot one or multiple locations (no software required).

Make changes to your system settings:

- > From your back office PC.
- > At home over the Internet.
- > From the base station.



*Remotely access ION IQ from home or office using your existing Internet connection.*



## About HME

A privately held company founded in 1971, we are a diverse group of companies. We design and manufacture products for a variety of niche markets including restaurants, sports and professional audio. We sell, service and support products in 89 countries around the world, through our company-owned offices in the U.S., Canada, Europe, China, and our extensive network of HME-authorized distributors, dealers and service agents. Each day quick service restaurants take over 24 million orders using our systems. With the recent acquisition of Clear-Com — we now offer the broadest selection of professional intercom systems. More information is available at [www.hme.com](http://www.hme.com).

**Call toll-free (800) 848-4468 or your authorized HME dealer for more information.**

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**HME**

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