VOCO)))

User Guide

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What You Need:

- A VOCO Device
- A wired or wireless network connection to the Internet
- Apple® or Android™ Smartphone or Tablet with the VOCO Controller APP downloaded from the Apple App Store® or Google Play™

Before You Get Started:

- Ensure you are less than 10 feet (3 meters) of your VOCO device and your home internet network is working properly.
- Have your Wireless Network Password ready.

VOCO User Interface:

Tablet and Phone VOCO Controller APPs:

Download VOCO Controller APP for your Apple or Android Device:

- Minimum System Requirements for your Apple Or Android Device:
    - Apple: Device running iOS 7 or greater.
    - Android: Device running version 2.3.3 or greater.
- Apple Device Users:
    - iPhone and iTouch Users: Go to The Apple App Store and download the **VOCO Controller** APP.
    - iPad Users: Go to The Apple App Store® and download the **VOCO Controller HD** APP.
- Android Device Users
    - Go to Google Play® and download the **VOCO Controller** APP.

Setup of your VOCO Device:

VOCO devices have the ability to be connected to your internet network two different ways:

Wired setup by connecting your VOCO device to Ethernet, or *Wirelessly* using the VOCO Controller APP to configure your VOCO device onto your Wi-Fi network.

Setup Instructions:

Wired Setup:

The fastest way to setup your VOCO device is using the *Wired* setup method, which is connecting your VOCO device directly to your internet network using an Ethernet cable.

Wired Setup Steps:

1. Connect your VOCO device to your internet network using an Ethernet cable.
2. Plug in your VOCO device to power.
3. *After downloading any new firmware, the Green and Amber lights on your device should go to Solid. It will often take several minutes on initial boot up when the LED lights will blink. You will see a generic name for your product and "Ready" in your application. (Phone or tablet must be connected to same internet network as your VOCO device)*
4. Name your VOCO device. Select **SETTINGS** (gear icon) **NAME DEVICE**
5. **OPTIONAL VIDEO:** If your device supports video you may connect the HDMI cable from your VOCO device to your TV set to stream YouTube® Videos or IP cameras when supported.

*Note: First time set up may take 5 to 15 minutes to download updated firmware.   Blue and Red LED lights may blink indicating software is being loaded.

Wireless Setup:

When setting up your VOCO device **_Wirelessly,_** please follow the setup instructions in the Quick Start Guide with your device or posted at the Website: www.myvoco.com

Wireless Setup Steps:

1. Connect the device to Power. Your device will boot up and have a Blinking Green light on the panel indicating the device is not yet connected to a network. Ensure you have downloaded the VOCO Controller APP to your tablet or smartphone.
2. Ensure you are within 10 feet (3 meters) of your device. Go to your   **SETTINGS > WiFi** on your iOS or Android phone or tablet and connect to **VOCO CONFIG_ ###**. Once connected, open your VOCO Controller APP and the Set Up Wizard will begin. Press **NEXT** to begin setting up your VOCO device wirelessly.
3. The VOCO Controller APP will collect data on your VOCO device. Press **NEXT** when available.
4. Name your VOCO device. We recommend a name that identifies where it is located (i.e. Living Room, Kitchen, etc.). Press the **NEXT** button after naming your device.
5. Select the Country where you are setting up your VOCO device. Press the **NEXT** button after selecting your country. *(*Please Note: The country code is important because WiFi channels vary by country. If a country is changed, the device will reboot and you will start the Wizard again with the new country selected.)*
6. Tap and select your Wi-Fi network name and then enter your password (if it is a secured network). Press the **NEXT** button after selecting your Wi-Fi network.
7. Select your Customer Support setting. If Yes, is selected a VOCO agent will be able to automatically provide support for your device if you request it and gather data on the performance of your unit. *See our Privacy Policy for details.*
8. After selecting your Customer Support setting the VOCO APP will configure your device. This may take a few moments to complete. When the Green LED light goes SOLID, your device is connected to your network and ready. Your Smartphone or Tablet should be re-connected to your wireless network.
9. **Congratulations!** Setup of your VOCO device is complete. Select the **FINISH SETUP** button and continue to page 5 and create your VOCO account.

   (Note: Initial start-up may take 5 to 15 minutes as new firmware is being downloaded. You may see red and blue blinking LED lights during downloads.)

<u>**Options during the SETUP Wizard:**</u>

Customer Support Setting:

VOCO devices keep in contact with VOCO servers to ensure optimal performance and service. If you need support, our customer service representative may gather user data to be able to assist you remotely.   To prevent your VOCO device from providing this data, do not select Customer Support.

There are 2 places in the APP to select Customer Support Access:

1. During use of the Set-Up Wizard for Wi-Fi configuration, OR
2. With your VOCO device online select the *Settings* icon (small gear icon) in the *Zones* screen of the Phone APP or in the lower right hand corner of the Tablet APP. You will be brought to the *Zones Settings* screen for your device. Select the *Customer Care* option and you will again have the option to *Yes, allow customer service assistance for this V-Zone* or *No, I'll take care of it manually.* *VOCO recommends allowing customer support and the default setting is to allow support.*

Creating a myvoco.net account:

To stream Online Services and enjoy all the features of your VOCO device a myvoco.net account is required.   This account will store your services credentials so you won't have to log on to different services every time you use them.

To enable online services:

1. Tap the **Content>Online Services** tab in the **VOCO Controller** app, select **Setup your account**, and follow the on screen instructions.
2. A validation link will be sent to the email address after creating a MYVOCO.Net account. Click the link within the email to validate your account. *(Note: Be sure to check your SPAM folder if you don't receive your confirmation within 1 minute.)*
3. Associate your VOCO device with your VOCO account. From the **VOCO Controller** app, select **Content>Online Services** tabs, then select **Click here to SET OR CHANGE THE USER** at the bottom of the **Online Services** page, then select **ASSOCIATE.**
4. Play! Select an online service and enjoy!

    Note: Playing most Online Services requires entering your credentials from a service into your MyVoco.net account.   With your VOCO zone associated to your account, your services will be available.

Dis-associating an account with a VOCO Device:

At times, another household member may want to associate their account with your VOCO device. To dis-associate a myvoco.net account with a VOCO device, follow the steps below.

To do this:

1. Select the *Online Services* option in the *Content* area of the VOCO Controller APP.
2. Scroll to the bottom of the online services listing and select the *Dis-associate V-Device* option.

3. All the serial numbers of VOCO devices that are associated with the account will be listed there. Select the serial number of a specific VOCO device and dis-associate one unit, or if your myvoco.net account is associated with multiple VOCO devices, dis-associate all of them at once by selecting the *All your zones* option.

A VOCO device can also be dis-associated from a myvoco.net account by performing a factory reset. A factory reset will clear all settings of your VOCO device.

 To do a **FACTORY RESET:**

1. Go to the Zones screen of the VOCO Controller APP and select the Settings icon on the phone APP or in the lower right hand corner of the Tablet APP select the **Settings** icon.
2. Select the *Factory reset* option.
3. A pop-up window will appear asking if you are sure you want to factory reset your VOCO device. Select *OK.*

(Please Note: A factory reset may take a few minutes and the VOCO unit will go offline while resetting.)

Main VOCO Screens: Zones, Now Playing, Content

There are three main screens used with VOCO devices.   When using a full sized tablet, all three views are shown on the opening screen.   When using a Phone, these views are selected at the top of the Application by selecting "**ZONES,**" "**NOW PLAYING,**" or "**CONTENT**"

ZONES:

In the **ZONES** screen, you will select which zone to control including volume, searching and settings. Tap on a specific, configured, online zone and the color will change and you may control that Zone.

NOW PLAYING:

The **NOW PLAYING** screen allows you to see what is currently playing, the playlist queue, shuffle play, volume control/mute, and skip forward and back.   The Metadata from a song selected should be displayed in the main screen.   A slider song timer appears at the top allowing scrolling to particular parts of a song. When a song or playlist is playing, it may be saved as a playlist then as a preset by touching the **Playlist** button.

CONTENT:

The **CONTENT** screen is where you'll select various content to play to your zone.   You may select **ONLINE SERVICES, Play from This Device**, a Camera feed where available, or Local Content from your selected Server.   The Content screen also houses playlists and presets designated for the music source you have selected.

Streaming YouTube Videos:

With the exception of the VOCO V-Zone, all VOCO devices can stream YouTube videos. Connect your configured VOCO device to a TV using an HDMI Cable or a Component Video Cable.   The first time you stream a YouTube video it will take somewhat longer to play as we download additional software.

Search YouTube videos using your VOCO device by either:

1. Voice Or Text Search, then long press on the search results and select **Search YouTube**:
    - OR -
2. Browse YouTube after selecting the YouTube button on the online services menu.

Selecting YouTube Streaming Quality:

YouTube video streams can be streamed at various resolutions up to 1080p. Higher quality videos require more bandwidth and may result in extensive buffering.   Selecting a lower resolution is appropriate when available internet speeds are slower.

To Select YouTube Streaming Quality:

1. In the Zones screen of the VOCO Controller Phone APP, and in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the *Zones Settings* screen.
2. Select the *Select YouTube quality* option.
3. A pop-up window will appear with 3 different options: *High Quality Streaming, Medium Quality Streaming, and Low Quality Streaming.*
4. When using a slow internet connection select Medium or Low Quality. After selecting the streaming option select *Save.*

Music Sources for your VOCO Device:

VOCO devices can access and stream music from many different locations including:

1. Internal VMS Server on your VOCO device using a USB Stick/USB hard drive;
2. Computer (Mac or PC) using VOCO Media System (VMS) Software;
3. Mobile devices from Android or Apple;
4. Online Music Services;
5. Certain NAS drives.
6. Most audio devices via Line-In or an optional Bluetooth adapter

Internal VMS Server using a USB Stick:

All VOCO devices have built in USB ports along with software which reads up to 5000 music files on a USB drive. Slide the USB stick into the front or back USB on the VOCO device and the server will read the music and make it accessible so long as that Zone server is selected. For example, if your V-Spot is called "Bedroom" select the "Bedroom" server in the **My Music** Tab. USB content must be formatted in a "fat or ntfs" format.

Computer (Mac or PC) Using VOCO VMS Software:

Go to myvoco.com and select **Support** and you will find Downloads section. Download free VOCO Media Server (VMS) software for your Mac or PC Computer to stream music from your computer to a VOCO device on the same network. During the set up process select the directory where you keep your music such as *iTunes* or *Music Folder*.   Name your library accordingly (*John's PC or Mary's Mac*) so that you know what music source you are selecting in the VOCO Controller APP.

While the internal Zone device server supports up to 5000 songs and can only synchronize a maximum of 2-3 zones, a typical PC or Mac can support 50,000 songs and 7-10 zones.   For larger set ups, use of an external server such as a Computer or NAS drive and Ethernet usage works best.

Instructions for Installing VOCO Media Server (VMS) Software for PC and Mac Users:

After installing VOCO VMS Software, the VOCO Computer Software Control Panel will open on your computer. The VOCO Computer Software Control Panel allows you to scan your media collection. Name the music library so you can easily identify this music source on the VOCO Controller APP on your mobile device. To do this click on the **Library** tab on the top of the Control Panel, name it, and then click on the **OK** button at the bottom of the page. Then select the name of your Computer Server you chose on your VOCO Controller APP in the My Music Tab and stream music to your devices from your PC or MAC.   *Be sure the computer is connected to the same network as your VOCO devices.*

When the VOCO VMS Software is downloaded onto your computer the default setting of the software is to pull the music that is stored in your **Music** folder on your computer. However, you may direct the software to pull music from any folder on the Computer. To do this simply click on the **Browse** button next to the music folder and select the folder you would like the VOCO VMS Software to access. After you have selected a folder click on the **Status** tab on the top of the window, then click the **Rescan** button next to the **"Look for new and changed music"** option.

If you add new songs to your music collection you must rescan your music collection to make them accessible to a VOCO device. Click on the **Rescan** button located on the **Status** tab after you have added the new songs to the folder. Once the VOCO VMS Software has finished the rescan select **OK** and the control panel will close.

Playing Songs From Mobile Devices:

In the VOCO Controller APP select **CONTENT** menu and "**Play From This Device"** tab to access and stream the music stored on your Apple or Android device. Ensure your

Mobile device is connected to the same network as your VOCO device. Select **artists**, **Albums, Songs** or Playlists.   You can queue and stream up to 25 songs from phones or tablets by selecting the … icon or long pressing on the song and selecting "**Add song to current playlist**"

Online Music Services:

A free MyVOCO.net account must be first set up to stream most online services. Your account will store your passwords for various services which require an account.   After setting up a myvoco.net account, the VOCO device must be associated to the account.   To associate a Zone, select *Content*> *Online Services* scroll to the bottom where there are three options. Select the middle option *"This zone has not been configured"* option, then select *Associate*.

If your myvoco.net account is setup, and your VOCO device is associated with your myvoco.net account, and you are unable to get online services screen to populate, check the status of the *Online Services* text in the upper right hand corner of the APP. The different colors will indicate the status:

- **Red** = Handset NOT connected AND zone NOT connected
- **Yellow** = Handset IS connected AND zone NOT connected
- **Purple** = Handset NOT connected AND zone IS connected
- **Green** = Handset IS connected AND zone IS connected

For most online services, you will need to enter your credentials into your account **myvoco.net** account through the VOCO Controller APP. To do this select the *Online Services* option, and then select the online service of your choice and select *Enter Credentials* option. Use your login information for that music service.

NAS Drives:

VOCO supports most NAS Drives using Logitech Media Server (LMS) 7.8.0 or LMS 7.7.3 with a patch provided by VOCO. Instructions for the patch implementation can be found on the Forums at myvoco.com.

Selecting a Music Source (Server):

To select a music source for your VOCO device tap on the **My Music** tab in the VOCO Controller APP on the right side of the Zones screen on a Phone or on the bottom left of your tablet. Your available music sources (servers) will include any online VOCO device, computers running VOCO media system software, and compatible NAS devices.

Line-In (V-Spot, V-Pack, and V-Amp)

Certain VOCO devices support Line In, allowing for a direct connection from an audio source and the device. A 3.5 mm to RCA male cable is required to use this feature and is not included. This feature allows playing of local music content or

online services on your Phone or Tablet directly to a VOCO device. These can be Re-streamed to other VOCO devices as well.
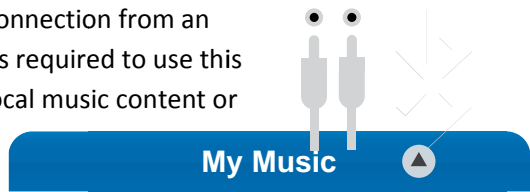
To Use analog Line In:

1. Connect a 3.5 mm cable to your mobile device and the RCA male jack to the **Audio In** ports on the back of the V-Spot, V-Pack, or V-Amp.
2. Start any music service on your mobile device.
3. Go to the VOCO APP and select the **Audio In** option.
4. Select the name of your V-Spot

LED Lights on VOCO Devices and What Do They Mean:

All VOCO devices have four LED Lights on the front panel. These LED's provide you with important information on the status of your device. Solid light indicators are as follows:

SOLID:

- Green Light Solid = VOCO is connected to a network
- Amber Light Solid = Ethernet is connected
- Blue Light Solid = VOCO is Streaming Audio or Video
- Red Light Solid = VOCO is starting up

Blinking:

- **Red Light Blinking** = VOCO device is installing firmware
- **Green Light Blinking** = VOCO device is looking for a Wi-Fi network and is not connected
- **Amber light blinks =** Blinks when preset buttons are touched
- **Green Solid and Blue Blinking** = VOCO device is connected to a network but music server is not selected or unavailable. Playback is not possible, please select a new **My Music** server.

- **Solid Green and Blinking Blue and Red** = VOCO device is downloading firmware packages. Amber light will be on if connected to Ethernet.
- LED backlights will dim after about a minute on the top of VOCO Speakers or AMPs.

The Hotspot Feature on your VOCO Device:

VOCO products use standard WiFi and can be configured as a Hotspot. The Hotspot can be an open Wi-Fi network or it can be secured with a password. The Hotspot can serve as a guest network where guests can connect to your Hotspot.

To set up your Hotspot, follow these steps:

1. In the Zones screen of the VOCO Controller Phone APP, or in the lower right hand corner of the Tablet APP, select the **Settings** icon (Gears Icon) and you will be taken to the *Zones Settings* screen.
2. Select the *Zone Hotspot Configuration* option.
3. A pop-up window will appear. By default the *SSID/Network Name* will be *VOCO-HOTSPOT*, but you can change that to whatever you would like to name it.
4. If you DON'T want to secure the Hotspot select *Save.* If you DO want to secure the hotspot, turn on the encryption feature by selecting the button next to *Use Encryption (WPA/PSK)* and enter your desired password, and select *Save.* Please wait a few moments for the changes to apply.

Disabling The Hotspot Feature:

To turn off the hotspot on your VOCO device, follow these steps:

1. In the Zones screen of the VOCO Controller Phone APP, or in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the *Zones Settings* screen.
2. Select the *Zone HotSpot Configuration* option.
3. The same pop-up window will appear that was used to setup the hotspot. Next to *Enable Hotspot* option, move the button to the off position, then select the *Save* button at the bottom of the window.

Voice and Text Search:

Voice Search:

The VOCO Controller APP allows Voice search of your favorite Artists, Albums, or Songs, either in your personal music collection, or on available Online Services.

To perform a voice search **Press and Hold** the green bar with the VOCO logo at the bottom of the APP, say the name of an Artist, Song or Album, and then release (similar to using a walkie-talkie.) The VOCO Controller APP will return any results matching your search phrase.

When performing a voice search you can ask for Artists, Albums or Song titles. For example you can ask for "Rolling Stones". VOCO doesn't play your results until you ta and confirm your result.

Common Voice Search User Errors:

Tap to Talk: Some users have the habit of using tap to talk for other applications and find that their voice recording is truncated and therefore does not return valid results. Hold the VOCO button until done speaking, then release.   Optional Tap to Talk is available in the **Preferences** area of the VOCO APP.

Shouting: In noisy environments, users tend to shout into their phones at close range to compensate for ambient noise.   The result is the creation of a distorted Voice file. For best results, speak in a normal voice approximately 6 inches or less from the phone.   Devices vary in their ability to capture Voice requests in ambient noise situations due to microphone differences.

Text Search:

To perform a text search, touch the small gray tab next to the green bar at the bottom of the APP, and pull it open. Then type the name of an Artist, Album or Song and tap *Go.*

About Search:

When doing a voice or text search, the VOCO Controller APP searches the *My Music* source that your VOCO device is connected to (USB Drive, Computer, NAS), for any Artist, Album or Song matching that search phrase. It will then return a listing of any matching Artist's, Albums, or

Songs.   The search feature of the VOCO Controller APP can also search Online Services included in the APP. To do this, do a voice or text search of an Online Service, touch the … icon when the APP returns any matching results, or **Long Press** on the search result. A pop-up window will appear with the different Online Services that you can search for your Artist, Album or Song. Tap the Online Service you wish to search.   Once playing in an Online Service, the search results will first offer searches from the current service selected.   To search other services, select "**Search Other Services**" listed above the search results.

Volume Control:

There are many ways to control the volume of your VOCO device.

1. *Now Playing* screen – At the bottom of the *Now Playing* screen in the APP adjust the Volume Slider side to side to turn Volume up or down.   Be sure the Zone you intend to control is selected.
2. *Zones* screen – Select the volume icon underneath a specific VOCO device on the Zones screen. A small pop-up window will appear. To adjust the volume simply use the slide.
3. *A mini-player exists on the top of your tablet or phone application on all screens allowing Volume control, skip forward/back, and Play/Pause.*

4. Use Your Mobile Device Volume *(Android Users Only)* – With the VOCO Controller APP opened on your Android device, simply use the Volume buttons, typically on the side of an Android device.

5. Touch Panel on the top of VOCO *V-Spot and V-Amp Only* – Use the volume up and volume down buttons located on the top touch panel of the V-Spot or V-Amp.

Playlist Management:

The VOCO Controller APP allows you to create, manage, and stream Playlists to your VOCO device.

Creating a Playlist:

There are two ways to create a playlist using the VOCO Controller APP.

1. *Create a New Playlist* - To Create a new playlist **Long Press** on any Artist, Album, or Song Listing and you will receive a pop-up window. Select the "Add to Playlist" option. Then select "New playlist", name the new playlist and select save. Long press an Artist or Album and add it as a playlist it will save all of the songs that are under that Artist or Album listing.

2. *Save Current Playlist as a New Playlist* –
   a. *For Smart Phone APP*: In the Now Playing screen of the APP there is an icon in the upper right hand corner of the screen: the "Current Playlist" icon. Tap the icon and a slide out will appear with all the items that are currently in the queue to play. At the top of the slide out there will be a *Save* icon. Tap on the *Save* icon, you will receive a pop-up window, where you can name your playlist. Select **OK** to save your playlist.
   b. *For Tablet APP*: In lower right hand corner of the Now Playing screen of the APP there is a *Save* button. Tap on the *Save* button and a pop-up window appear, here name your playlist, and finally select *Ok* to save the playlist.

* Note: Playlists are stored on the music server that is selected for your VOCO device. If the music source (server) is changed, only playlists saved on the newly selected music source will be available.

Preset Management: VOCO speakers have physical presets

Any playlist available in the VOCO Controller APP can be assigned to a preset on V-Spot or V-Amp including internet radio stations saved as a playlist.

Set A Playlist or a radio station as a Preset:

1. In the VOCO Controller select the V-Spot or V-Amp you wish to update and the intended music source.

2. Then, go to the Playlist gallery and **Long Press** on the playlist, select "Set as preset...", and select the preset number.
3. While playing a specific playlist or internet radio station, press and hold the preset button you wish to assign for 3 seconds.   The lights will flash once the preset is programmed.

Set a Virtual preset:

1. Using the VOCO APP, select the internet radio station you want to set as a preset and play it.
2. Go to the "Now Playing" screen of the APP and tap on the Playlist icon (3 small circles with 3 lines after them) in the upper right hand corner of the Now Playing screen.
3. In this pull out window select the *Save* icon.
4. Name the station as a playlist (probably just the name of the station)
5. Tap on the Playlist icon again and then select the Playlist Icon in the Content area of the APP with a **Long Press**.
6. After long pressing, a menu will come up with **Set as Preset**.   Simply select the "Set as Preset" option and select which preset you want the station set to.

Tablet APP:

1. Using the VOCO APP, play the internet radio station that you want to set as a preset.
2. Go to the "Now Playing" screen of the APP and tap on the *Save* button in the lower right hand corner.
3. A pop-up window will appear, here name this playlist (probably just the name of the station)
4. Then select the Playlist Icon in the Content area of the APP.
5. You should see the playlist listed in this screen, with the name you gave it. Press and hold on the playlist name and you will receive a pop up window. Simply select the "Set as Preset" option and select which preset you want the station set to.

Alerts:

Certain VOCO devices support Paging, Texting, and Alerts from supported sensors integrated with VOCO.

Alerts from IOT sensors:

VOCO devices may play certain alarms, alerts, or announcements from integrated home control companies.   The VOCO device receives an announcement from a qualified "HUB" which must be attached to your network.   Sensors trigger the HUB to send announcements to selected VOCO devices.

PAGING:

Some VOCO devices support "**Paging**," allowing the user to send a voice note to a selected Zone.   This feature is typically used for calling someone in a remote room and serves as a 1 way intercom solution from your Phone or Tablet to a device.   In the future, Navvo may incorporate 2-way solutions by including microphones in more VOCO devices.   To initiate "**Paging**" select the Zone to be paged on the

ZONES screen, then select the **SETTINGS** (gear icon)>**ALERTS.** The **ALERTS** menu will appear. PRESS and HOLD the "**Voice message**" button and speak your message, releasing when completed. The message will be sent after a couple second buffer.

TEXTING:

To send a text instead of a Voice Message, select the **zone** you wish to text in the **ZONES** screen, then select **SETTINGS(Gear Icon)>ALERTS.** The alerts menu will appear and select the open space on the top of the menu. A keyboard will appear where you type in your text message. Then select **"Send Text"** to send a text message to the selected zone.

UPGRADES:

Certain VOCO devices will not support alerts, paging and texting at time of purchase, however, upgrades to allow these features may be available after time of purchase. See www.myvoco.com for details by country.

Synchronizing Zones:

Sync is a feature that allows users to play the same content, to multiple VOCO zones at the same time.
Before syncing multiple VOCO devices there are a few tips:

- Synchronized Zones need to be using the same *My Music* source(server): **My Music** ▲
- The processing power of your server, Wi-Fi bandwidth, source and file size can impact Sync functionality including the number of devices you can synchronize.
    o Using an internal VMS server you can sync 2-3 devices
    o Using an external VMS server such as a PC, MAC, or NAS, you can sync 3-10 devices
    o Connecting to Ethernet will improve sync capability

To Sync your VOCO Devices follow these steps

1. Set the VOCO devices you are syncing to the same *My Music* source.
2. In the *Zones* screen of the APP, select a zone and tap on the *Sync* icon
3. A pop-up window with all of the possible VOCO devices connected to that My   Music source will appear. Tap on each zone that you would like to sync, then hit *Save.*
4. Wait a few moments and your VOCO devices will begin streaming the same music. The *Sync* icon will also be highlighted, for each Zone that is synced.

To Unsync your VOCO Devices:

1. In the *Zones* screen of the APP tap on the *Sync* icon under the name of your VOCO device.
2. Then tap on the Zones that you would like to **Unsync** and select *Save.* To

Unsync all devices simply tap the *Unsync All* option.

Naming Your VOCO Device:

When completing the initial setup of a VOCO device, you will be asked to name your VOCO device, for example "Living Room V-Spot". However in some cases you might want to rename your VOCO device. In this instance you can simply change the name in the Settings for that VOCO device.

To rename your VOCO device:

1. In the Zones screen of the VOCO Controller Phone APP, and in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the *Zones Settings* screen.
2. Select the *Name Device* option.
3. A pop-up window will appear with the current name of your VOCO device. Simply change the name and select the *Save* option. Wait a few moments for the change to apply, and then the name of your VOCO device will be updated.

Forget All Zones:

The VOCO Controller APP stores the name of the VOCO devices that have been on the same network as your mobile device. For example, VOCO devices at your home and in your office may both show up in your VOCO Controller APP. Only the VOCO devices on the current network will show "Ready."   The other ones will say *(Offline)* in the *Zones* screen of the APP.

To clear the VOCO offline VOCO devices, scroll to the bottom of the *Zones* screen, and select the *Forget All Zones* option. This will clear all VOCO devices not accessible to the current selected network. Connected Zones will re-appear in seconds.

Long Press vs. Short Press:

The VOCO Controller APP utilizes both *Long Press* options, and *Short Press* options. A *Long Press* is holding down on a selection in the APP for 2 plus seconds where a *Short Press* is simply a Tap.

An example of this use in the APP would be in the Artist listings screen under content. After selecting or searching an artist you want to play, if you *Long Press* you will go to a search menu allowing the search of that artist through various services. A *Short Press* will enumerate the songs from that artist available on the currently selected source (server).

Languages Supported:

Currently VOCO supports English, Spanish, German, Portuguese, Dutch,French and Italian in the VOCO Controller APP. VOCO will continue to add new languages in the future.   To select a language for your Voice Search Setting do the following:

Tablet Application:

1. Select the settings icon (Gear Icon) in the lower right hand corner of your screen.
2. Select *System Settings*
3. Select *Voice Engine Settings*
4. Select *Select Language*
5. Then pick which language you would like to use for your Voice Search settings.

Phone and iPod Application

1. Scroll to the bottom of the **Zones** screen.
2. Select *Preferences*
3. Select *Voice Engine Settings*
4. Select *Select Language*
5. Then pick which language you would like to use for your Voice Search settings.

The default language set on your phone will determine the default language of the VOCO device.

Help and Support:

For additional help and support you can visit the *Help* section of the VOCO Controller APP. This section has a number of How-To Videos, showing Users step by step instructions for a number of different features and functionality of VOCO. These include:

- Setup of your VOCO device using an iPhone, iTouch, or iPad
- Setup of your VOCO device using an Android phone or tablet
- Overview of how to use VOCO
- VOCO Computer Software Installation
- Playing online services
- Streaming YouTube
- Streaming music off your mobile device
- Creating playlists and setting them as presets
- Syncing zones.
- Changing Music Libraries/Source/Server
- Hotspot Configuration

To access these How-To videos, tap on the *Content* option at the top of the APP, and scroll to the bottom and select *Help*, then *How-To Videos.*

Please Note: The ***Quick tips*** in the ***Help*** section need to be updated, and we will be working to update those as soon as possible.

You may also access the Forums or info@myvoco.com in our website: www.myvoco.com

Common Errors:

VOCO Device Not Connected to a Network:

The **Green** LED light on the front of your VOCO device is blinking. In this case your Wi-Fi may have dropped or an Ethernet cable may be unplugged. It is also possible to have a solid **Amber** light indicating an Ethernet connection and yet no network available showing the Blinking **Green** LED.   Check your network using another device by opening a browser on your computer or phone.

My Music **Server Unavailable:**

A VOCO device using a computer as the ***My Music Source (***server) may lose connection due to the WiFi dropping or the computer being shut off.   The Blue Light will blink indicating that the server connection has been lost and a new MY Music source must be selected.   Select a new ***My Music*** source by tapping on the ***My Music*** tab located in the ***Zones*** screen of the application. A Source (server) must be selected to play local content or internet services.

When you have lost connection to a server, your VOCO device will have a solid **Green** LED light and a blinking Blue LED light on the front or top.

Solid Green on VOCO device but device shows Offline on the APP:

This situation can happen when your handset or tablet has inadvertently connected to a different network in your home when you have multiple networks in the same building.   Check to see that your Mobile device is connected to the same network as your VOCO device.

In certain cases, there are routers which fail to pass information timely to your Mobile device because they are not using standard protocols.   In these rare cases, you can connect directly to the VOCO HotSpot on the VOCO device or you may turn on/off your Wi-Fi in the settings of your mobile device to initiate a refresh of the signal.   Occasionally, home routers need to be rebooted to function properly.

Online Services Not Available:

If you select ***Online Services*** in the content area of the VOCO Controller APP and a pop-up window asks you to register for a free myvoco.net account then you need to either:

1.   Register for a free myvoco.net account
2.   If you have already registered for an account select the ***Setup your account*** option and then choose the ***Log-In to Account*** option.

If you select ***Online Services*** in the content area of the VOCO Controller APP, there are three options:

1. ***Myvoco.net account: <u>emailaddress@somewebsite.com</u>***
2. ***This zone has not been configured for…..***
3. ***Dis-associate V-Device***

A VOCO device must be associated with your account to retrieve your account information.   To Associate the VOCO device, select the ***This zone has not been configured for…..*** option. You will receive a pop-up window asking you if you want to ***Associate*** your VOCO device to your myvoco.net account, simply select the ***Associate*** option.   When new firmware is downloaded or a factory reset is executed, you will need to re-enter your Myvoco.net credentials.

If your myvoco.net account is setup and your VOCO device is ***associated*** with your myvoco.net account, and you are unable to get online services to populate the Online services screen, check the status of the ***Online Services*** text in the upper right hand corner of the APP. The different colors will indicate the status:

- **Red** = Handset NOT connected AND Zone NOT connected
- **Yellow** = Handset IS connected AND Zone NOT connected
- **Purple** = Handset NOT connected AND Zone IS connected
- **Green** = Handset IS connected AND zone IS connected

Troubleshooting:

- Wi-Fi setup issues
  - ***VOCO_CONFIG_00….*** network not showing up for Apple device
    - Turn WIFI setting on Apple device OFF then ON again
    - Reset the VOCO device.
  - Device does not connect to available network
    - Move VOCO device closer to access point
    - Restart VOCO device
- Online services not showing up
  - Verify that "online services" on gallery is green
    - If red, wait until green
    - If green and services not showing up, make sure zone is associated
      - If problem persists, reboot
  - Verify that zone has a music server selected
  - If server gets deselected, local media and online services no longer work
    - A server must be selected whether internal or external
- VOCO device no longer connects to Wi-Fi network after reboot
  - Verify that the router is still producing a signal with phone/tablet
  - Move VOCO device closer to access point
  - Check that the access point SSID and password have not changed
  - Use the same VOCO device and router/dongle for all demos
- ***"Oops! As Dr. Suess said: 'No-one is youer than you'"*** message
  - Make sure your account is associated with the zone
    - scroll to bottom of online services tab and select associate

- Connection keeps dropping or seems sluggish
    - Move VOCO device closer to access point
    - Check that only a few users are on the same access point (built in or router/dongle)
        - Multiple users using travel router or dongle can bog down performance, causing disconnects   from the VOCO device
        - Consider connecting a speed test of your network to see if there is adequate bandwidth.
- Online Services that need login credentials:
    - Pandora
    - Spotify (Premium Account Needed)
    - Murfie

VOCO V-Amp 25 Specs:

- **V-Amp 25:**

The back of the V-Amp 25 has the following Inputs and Outputs:

- Audio In
- Speaker Output L&R - 8 Ω 40 Watt Max
- USB Input
- Ethernet Input
- Antenna Input
- Reset Button
- External Power Supply

- FCC Compliance Statement: This device complies with Part 15 of the FCC rules. Operation is subjected 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.
- IC Compliance Statement: This device complies with Industry Canada's license-exempt RSSs.Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada . Son fonctionnement est soumis aux deux conditions suivantes :
- (1) Ce dispositif ne peut causer d'interférences ; et
- (2) Ce dispositif doit accepter toute interférence , y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

- **Caution**: Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Additional Assistance:

If you need support when reviewing your VOCO Product you can contact us at:
Phone: 888-879-VOCO (8626) or (952) 856-4346
Email: support@myvoco.com
VOCO has forums available for complex technical integrations or questions
Forums Website: http://forums.myvoco.com/