VOCOVO
HEADSET/KEYPAD/CALLPOINT
QUICK START GUIDE

This guide is to help you start enjoying the benefits of your VOCOVO system as quickly as possible.

1.   VocoVoice Headset Usage and Features

1.1 Wearing Style and Comfort

- Move the VocoVoice Headset regularly, and swap ears if possible. Any discomfort is usually due to sensitive pressure points on your head, move or adjust the headset for your comfort.
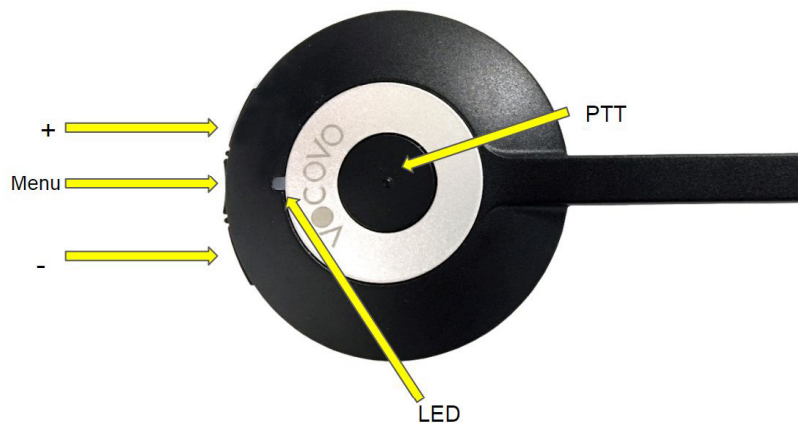
Headband   **Neckband**   **Earhooks**

1.2 Push to Talk Button (PTT)

- Press and hold the PTT Button, (you will hear a beep) - your voice will be heard on all the active VocoVoice Headsets.

> **VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME ANYONE CAN HEAR WHAT YOU SAY**

- Release the PTT Button when you have finished speaking.

1.3 Speaker Volume Buttons

- Pressing the volume control buttons (+ and - buttons).

1.4 Mute Functions

- Press and hold either volume button to activate mute mode. Mute mode silences the VocoVoice headset.
- Press the PTT button to deactivate mute mode.

1.5 LED Indicator

- The white LED indicator indicates the VocoVoice headset status.
- No Light indicates that the VocoVoice Headset is not active.
- One blink every two seconds indicates the VocoVoice headset is active and connected.
- Rapid flashing Indicates the VocoVoice headset is in registration mode.

1.6 Talk Lock Function

- The VocoVoice headset has a Talk-Lock function to allow you   to talk to colleagues without holding down the PTT button.
- Talk-Lock is activated by holding down the PTT button and then pressing the menu button at the same time.
- The VocoVoice headset will stay in Talk-Lock mode for 3 minutes (default setting). Returning to Push-To-Talk mode, or to exit Talk-Lock press PTT.

1.7 VocoVoice Headset Menu

- When an assistance request is made at the checkout, (for example), all VocoVoice headset users will hear a message over the conference.
- To respond (call-back) to the checkout, press the menu button and the oldest or highest priority request will be announced.
- Press the PTT button to begin a hands-free two way conversation with your colleague at the checkout.
- If multiple requests have been made, you can choose the request to respond to by pressing the + or - buttons on the VocoVoice headset. Then press the PTT button as above, to talk to the selected checkout.
- When you are talking to your colleague at the checkout, you do not need to keep the PTT button depressed, other VocoVoice users will not hear your conversation.
- When the conversation is over, press the PTT button to return to the main conference and the VocoVoice headset will return to normal Push-To-Talk operation.

VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME <u>ANYONE</u> CAN HEAR WHAT YOU SAY

---

2. CHECKOUT KEYPAD USAGE AND FEATURES

2.1 Requesting Assistance

- To request assistance simply touch the appropriate segment within the circle on the front of the device.
- A message request will now be heard by all the VocoVoice headset users.
- The selected segment will flash until the request has been responded to by a VocoVoice headset user or is cleared using the keypad.
- The message will be repeated every 20 seconds for the next minute or until the request is cleared.

2.2 Clearing Request

- To clear a request for assistance from the keypad press the multi-function button.
- The cleared request will no longer be heard by your colleagues and will be removed from the VocoVoice headset assistance requests.

3. CUSTOMER CALLPOINT

- The Callpoint enables customers to request immediate assistance.
- A message stating the exact location where assistance is required will be sent to all VocoVoice headsets.
- The ring around the button will flash until the request for assistance has been answered by the VocoVoice headset user or the device has been reset.
- The message will be repeated every 20 seconds until the device has been reset.
- To reset the device, slowly swipe your finger down the button from top to bottom.
- A request will no longer be heard by colleagues and will be removed from the callback list on all VocoVoice headsets and VocoPhone handsets.

VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME <u>ANYONE</u> CAN HEAR WHAT YOU SAY
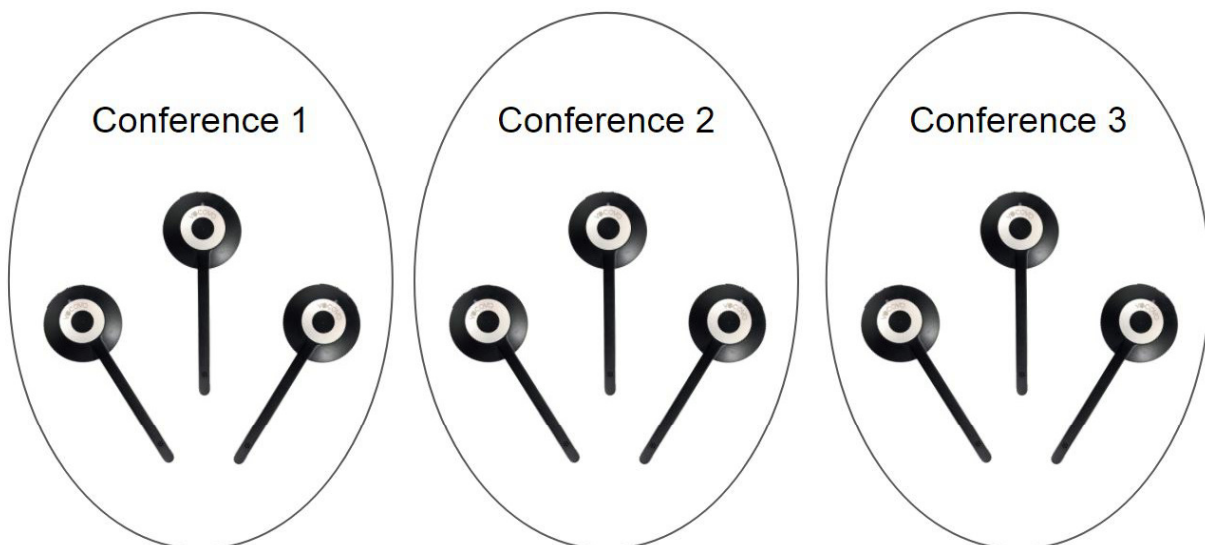
4. MULTIPLE CONFERENCES

- Vocovo supports multiple Push To Talk conferences, this means there can be multiple separate conferences where Push To Talk users operating within those conferences will only hear Push To Talk traffic from devices operating on the same conference. Typical usage may include a single conference for general Push To Talk traffic, a second conference for managerial conversation and a third conference for warehouse department although ultimately it is down to the customer to decide which conference gets used for what traffic.
- Multiple conferences are only compatible with Vocovo systems with multiple VocoPulse base stations, there must be one VocoPulse for every separate conference.

4.1 Switching Conferences

If your system is equipped with multiple conferences follow these instructions to switch conferences.

To switch a VocoVoice headset to a different conference, press the "menu" button until the main menu option "switch" is heard. Then press either volume "+" "-" button to scroll through the "switch" sub menu. Once the desired conference option is heard within the sub menu, press the "PTT" button to select it. Shortly after pressing the "PTT" button to select the conference, an audio prompt will be heard saying "joining conference X". The VocoVoice headset user will now be operating from within the new conference.

VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME ANYONE CAN HEAR WHAT YOU SAY

VOCOVO
HEADSET/KEYPAD/CALLPOINT
QUICK START GUIDE

5. BATTERY CHARGING

5.1 VocoVoice Headset Charging

- Place your VocoVoice headset on charge at the end of each day.
- When a VocoVoice headset battery is charging, the white LED remains on solidly, once charged, it will flash every 5 seconds.

5.2 Keypad and Callpoint Charging

- Unless powered by mains or USB leads, Keypad batteries need recharging every few weeks. Place the keypad onto its charge point overnight.
- When the keypad is charging the purple LED remains on solidly. When charged, the LED will flash every 5 seconds.

5.3 Headset Battery Charging Time

- 20% charge in less than 20 minutes.
- 50% charge in less than 45 minutes.

VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME <u>ANYONE</u> CAN HEAR WHAT YOU SAY

- Full charge in less than 3 hours.

5.4 Battery Care

- Always use the supplied VOCOVO charge-racks and charge points and the correct power supply when charging your VOCOVO devices. Using an incorrect charger or power supply may cause damage to the equipment.
- If the VocoVoice headset is to remain unused for a prolonged period, the headset must be turned off.
- Turn off VocoVoice headset by pressing the volume up, volume down and the menu button together for 2 seconds, the white LED will blink and then go out. The VocoVoice headset must be recharged every 6 months if not being used, even when switched off.

6. REGISTERING A VOCOVOICE HEADSET

If you need to register a VocoVoice headset (e.g. if you have received new VocoVoice headsets, or if a VocoVoice headset has become unregistered from your VOCOVO Go System) follow the following instructions.

Registering VOCOVO devices is a 2 step process:

6.1 Place the VOCOVO System in Registration Mode
The method for placing your VOCOVO system into registration mode depends upon the type of system that you have:

6.1.1.   For GO Systems:
- Turn the power to the system off and on, when the system starts up it will be in registration mode.

6.1.2.   For Other Systems:
- Follow the usual procedure for registering devices to your VOCOVO system.
- If you are at all unsure about this process, please contact your system administrator.
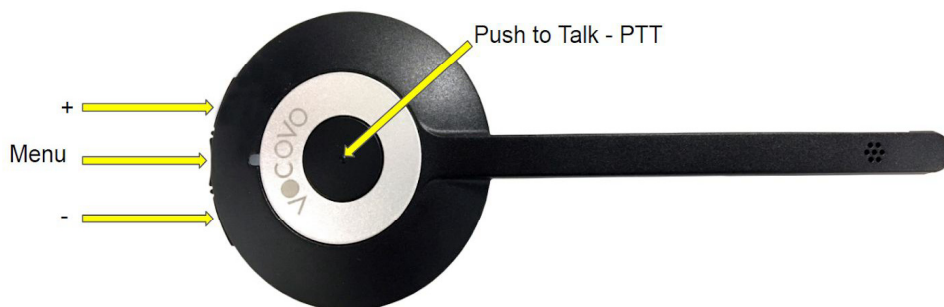
6.2   Place the Device into Registration Mode
With the VOCOVO system in Registration Mode:

6.2.1   Ensure the VocoVoice headset is switched off by holding the Volume Up / Down and the Menu buttons together, for about 3 seconds. The Led will flash twice and go out.

6.2.2   Enable registration mode by holding the Volume Up and Down buttons and the PTT button together:

> **VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME <u>ANYONE</u> CAN HEAR WHAT YOU SAY**
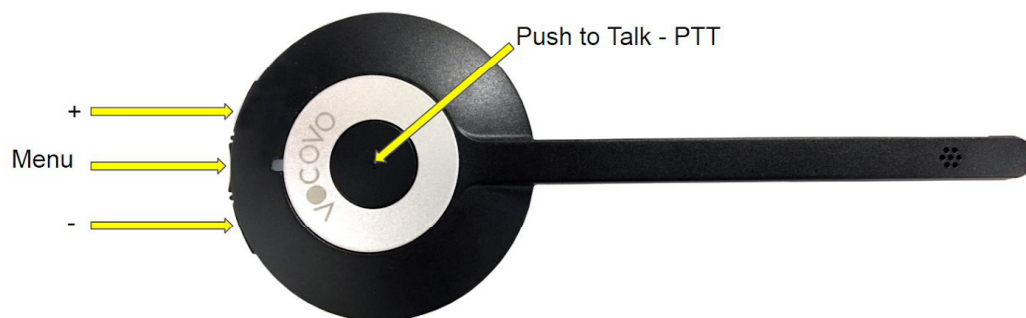
6.2.3   The VocoVoice Headset LED will flash twice a second until it is registered.

QUICK HELP

VOCOVOICE HEADSET RESET

- A reset can be initiated by holding down all 3 buttons at the same time for 5 seconds then releasing. This will turn the VocoVoice headset off.
- Wait 2 seconds then press the PTT button to turn the VocoVoice headset on again.

CLEANING

- All the equipment can be cleaned with Antibacterial wipes. We advise you not to use alcohol based wipes.

> **VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME ANYONE CAN HEAR WHAT YOU SAY**

VOCOVO
HEADSET/KEYPAD/CALLPOINT
QUICK START GUIDE

CONNECTING YOUR VOCOVOICE HEADSET TO A WEARING STYLE

- The VocoVoice headsets 'snap' into the wearing styles. This may require careful but firm pressure.

April2018/V3

VOCOVO IS A TEAM COMMUNICATION SYSTEM - ALWAYS ASSUME ANYONE CAN HEAR WHAT YOU SAY

FCC Warning：

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. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

FCC Exposure to Radio Frequency (RF) Signals

For Handset

This is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limitsfor exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S.Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons,regardless of age and health. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528.

For Base

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISEDC Warning:

This device complies with ISEDC licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'ISEDC applicables aux appareils radio exempts de licence.L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil nedoit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device has been tested and compliance with SAR limits, users can obtain Canadian information on RF exposure and compliance

Le présent appareil est conforme Après examen de ce matériel aux conformité aux limites DAS et/ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir

ISEDC Specific Absorption Rate (SAR) information

For Handset

SAR tests are conducted using standard operating positions accepted by the ISEDC with device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. Before a new model device is a available for sale to the public, it must be tested and certified to the ISEDC that it does not exceed the exposure limit established by the ISEDC, tests for each device are performed in positions and locations as required by the ISEDC. For body worn operation, this model device has been tested and meets the ISEDC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal.

For Base

This equipment complies with ISEDC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISEDC Radiation Exposure Statement:

For Handset
SAR l'utilisation des règles sma l'emplacement Le matériel de transmission et fonctionnant dans tous les essais à la certification, même si la puissance suprême a décidé le niveau, utilisation spécifique peut être très en deçà de la valeur de référence maximale.Types de matériel sont vendus au public un ancien, d'essai et de certification de l'exposition, limite maximum sma, chaque document et l'emplacement du matériel d'essai et conformément au document.Le modèle en physique, matériel d'essai et conforme aux directives d'exposition des radiofréquences sma quand une annexe désigné pour ce produit lors de leur utilisation ou des pièces de rechange ne contiennent pas de métal.

For Base

Cet équipement est conforme aux limites d'exposition aux radiations ISEDC définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.
Cet émetteur ne doit pas être situé ou fonctionner conjointement avec une autre antenne ou un autre émetteur.