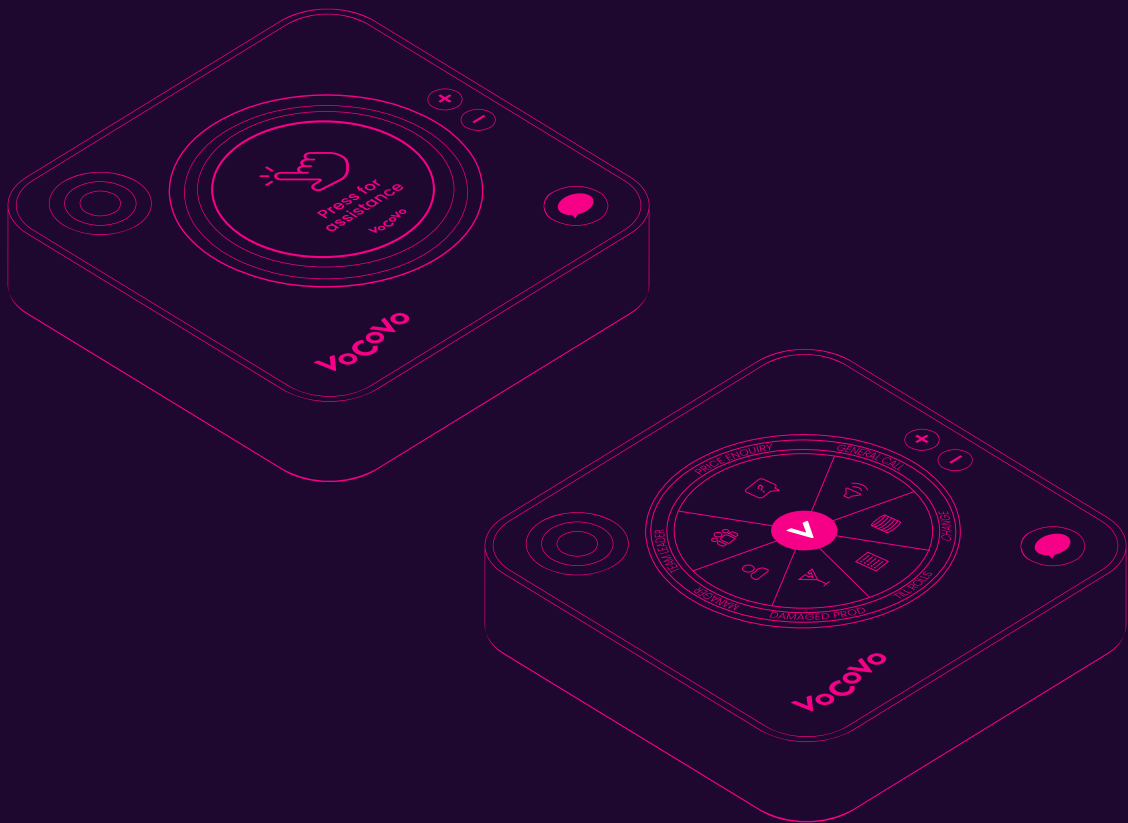Quick start Guide

Call Points & Keypads

VoCoVo

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 Headset users.

The selected segment will flash until the request has been responded to by a VoCoVo 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 Headset assistance requests.

3. Customer Call Point

The Call Point enables customers to request immediate assistance.

A message stating the exact location where assistance is required will be sent to all Headsets.

The ring around the button will flash until the request for assistance has been answered by the Headset user.

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 Headsets and Handsets.

VoCoVo

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