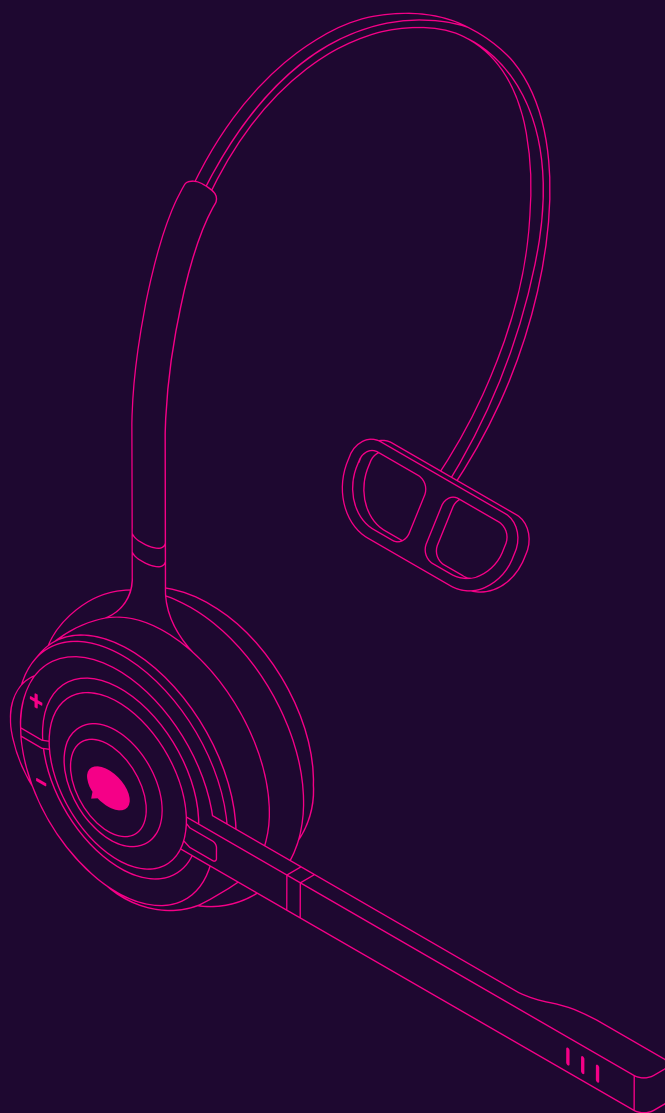Quick start Guide

Headsets

VoCoVo

1. VoCoVo Headset usage and features

1.1 Wearing styles and comfort

Move the VoCoVo Headset regularly, and swap ears if possible. Any discomfort is usually due to sensitive pressure points on your head, move or adjust it for your comfort.

Headband   Earhook   Neckband

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.

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 VoCoVo Headset.

Press the PTT button to deactivate mute mode.

1.5 LED indicator

The white LED indicator indicates the VoCoVo Headset status.

No Light indicates that the VoCoVo Headset is not active.

One blink every two seconds indicates the VocoVoice headset is active and connected.

Rapid flashing Indicates the VoCoVo Headset is in registration mode.

1.6 Talk Lock function

The VoCoVo 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 VoCoVo 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 VoCoVo Headset Menu

When an assistance request is made at the checkout, (for example), all VoCoVo 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 VoCoVo 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 VoCoVo Headset will return to normal Push-To-Talk operation.

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 Base Units, 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 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 Headset user will now be operating from within the new conference.

conference 1   **conference 2**   **conference 3**
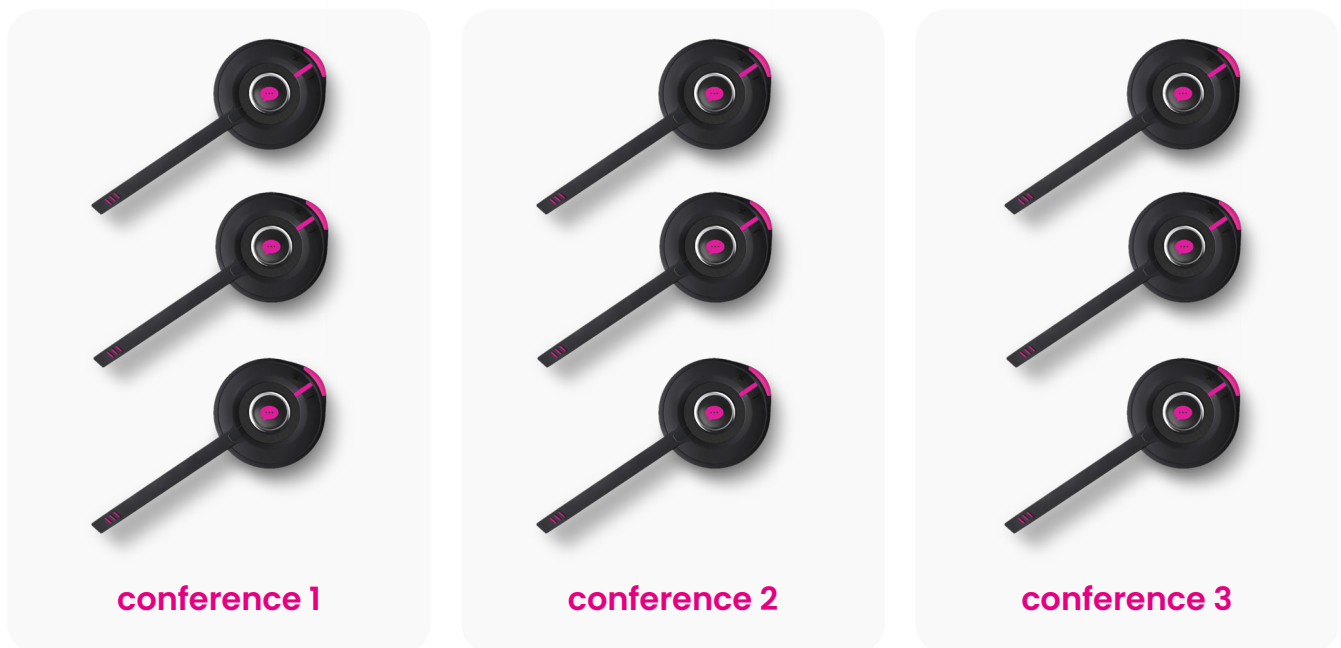
5. Battery charging

5.1 Headset Charging

Place your VoCoVo Headset on charge at the end of each day.

When a Headset battery is charging, the white LED remains on solidly, once charged, it will flash every 5 seconds.

5.2 Headset Battery Charging Time

20% charge in less than 20 minutes.
50% charge in less than 45 minutes.
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 Headset is to remain unused for a prolonged period, the headset must be turned off.

Turn off 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 VoCoVo Headset
If you need to register a VoCoVo Headset (e.g. if you have received new VoCoVo Headsets, or if a VoCoVo 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:

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

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:
Ensure the VoCoVo 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.

Enable registration mode by holding the volume up and down buttons and the Push to talk (PTT) button together:

Volume Up

Menu

Volume down

Push to Talk (PTT)

The VoCoVo Headset LED will flash twice a second until it is registered

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7. 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 Headset off.

Wait 2 seconds then press the PTT button to turn the Headset on again.

Volume Up

Menu

Volume down

Push to Talk (PTT)

8. Cleaning

All the equipment can be cleaned with Antibacterial wipes. We advise you not to use alcohol based wipes and care should be taken to minimise liquid exposure to open areas.

9. Connecting your Headset to a wearing style

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

Headband

Earhook

Neckband

Call Points & Keypads

Press for
assistance
VoCoVo

PRICE ENQUIRY   GENERAL CALL
DAMAGED PROD
VoCoVo

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.

Handsets

1. Joining a conference / listening

To start using your Handset, first join a Conference.

Push the centre Soft Key (1) to join and the screen will appear as shown left.

You can now hear the conference through the earpiece speaker (2).

To leave the conference press the red Cancel button (3).

2. Speaking on the conference

While in a conference hold the Centre navigation button (6) or the PTT button (7) to talk. The screen will display "Conference Talking". Release the button to stop talking.

Information - Your VoCoVo system uses full duplex communication, giving you the ability to have a continuous two way conversation without having to interrupt the flow as you would experience with a Walkie Talkie!

3. Loudspeaker mode / hands-free listening

3.1 While in a conference you can press the Loudspeaker button (4) to place the handset in Loudspeaker mode. This button will illuminate red and you will hear all activity on the conference, hands-free.

3.2 The device can be placed in the charging cradle while in speaker mode.

3.3 Press the Loudspeaker button (4) again to exit Loudspeaker mode.

Note - pressing the red Cancel button (3) will exit the Conference.

4. Talk lock / hands-free talking

4.1 For a brief while after speaking the screen will show "Lock" over the third Soft Button (1).

4.2 Press this button to engage Talk Lock, allowing you to talk hands-free. Talk Lock will be engaged for 3 minutes.

4.3 To exit Talk Lock mode press the third Soft Button (1) again (labelled Unlock), either talk button (6 or 7) or the Red Cancel button (3).

5. Keylock

When not in a Conference you can lock the Handset buttons to prevent accidental use - hold the * button for about 3 seconds. The Keylock screen will show when any button is pressed.

Hold the * key again to unlock the handset buttons.

Registering a new Handset

Follow these steps to register Handset to your VoCoVo system. This is usually only necessary for a new handset when the screen displays "Deregistered".

6. Turn on the Handset

Remove handset battery cover.

Insert battery.

Replace battery cover and lock in place.

Press and hold the red power button (3) to turn handset on.

7. Enable registration on the VoCoVo Base Unit

Press the yellow button on the rear of the VoCoVo Base Unit for approximately 3 seconds.

Alternatively, turn the Base Unit off and on again at the power socket.

Registration mode will be enabled on the Base Unit for 10 minutes.

8. Enable registration on the Handset

Enter the Handset menu using the Menu button (three horizontal lines).

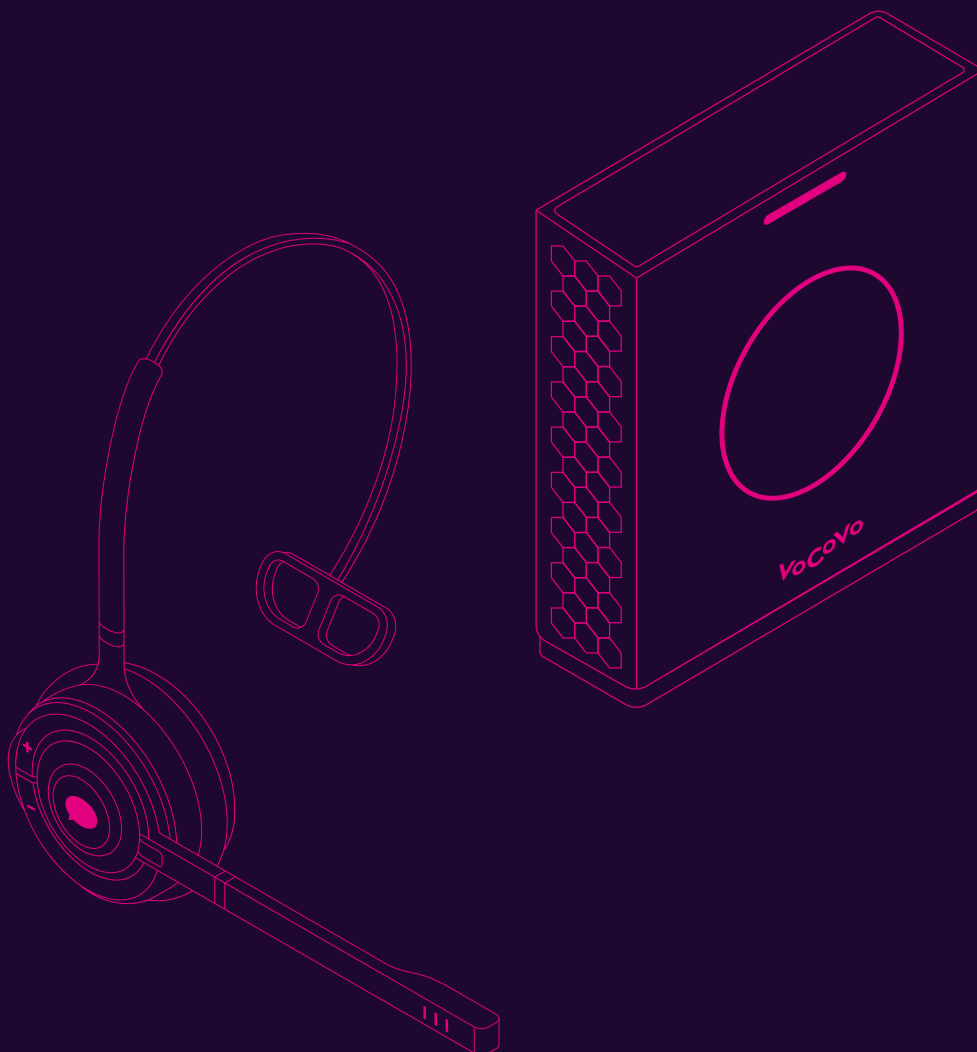Use the central navigation buttons to choose "Connectivity" (icon top right).

Select "Register" using the Centre Button (6) and enter access code 0000 with the keypad.

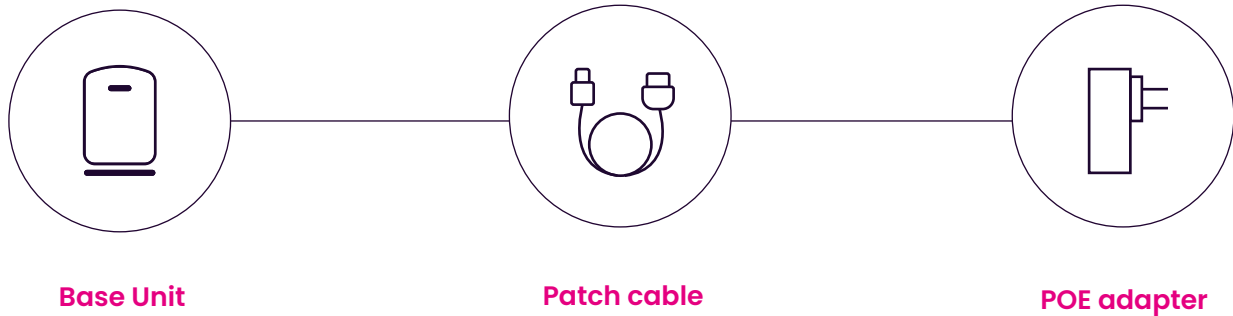Select "Ok" or press the Centre Button (6).

The Handset will now enter registration mode and connect to your VoCoVo system.

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VoCoVo Go

VoCoVo

Base Unit

Patch cable

POE adapter

Place the VoCoVo Base Unit in a central position to maximise signal strength in the area of use. A high location offers best signal strength. A quick walkaround test with users talking via the VoCoVo headsets will give you a very good idea of the signal boundaries.

Use the supplied 1.5m patch cable to connect the Base Unit to the port labelled "POE" on the included power supply. (The Base Unit can be connected using a patch cable with a length of up to 100m (not included)). Next plug the power supply in.

The VoCoVo Go Base Unit will now start up - this can take up to 40 seconds. The Unit indicates its status using an LED on the front of the unit. A green LED indicates that the system is operating as normal, an orange LED is shown during startup or when there is a fault. Please contact our Aftersales Support Team, using the contact details below for any faults.

1. Battery Charging

1.1 VoCoVo Headset charging

Place your Headset on charge at the end of each day.

When a Headset battery is charging, the white LED remains on solidly, once charged, it will flash every 5 seconds.

1.2 Battery charge time

20% chrage in less than 20 minutes.

50% chrage in less than 45 minutes.

Full charge in less than 3 hours.

VoCoVo

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1.3 VoCoVo Headset charging

Always use the supplied VoCoVo charge-rack 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 VoCoVo Headset is to remain unused for a prolonged period, it is best to turn it off.

Turn off 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.

2. Usage and features

2.1 Wearing styles and comfort

Move the VoCoVo Headset regularly, and swap ears if possible. Any discomfort is usually due to sensitive pressure points on your head, move or adjust it for your comfort.

3. Handset usage and features

Press the conference button to join the existing VoCoVo conference. The VocoPhone will display "Conference Listening" on the screen. You will now be able to hear the other users of the conference.

Like the Headset, the Handset is Push to Talk.

To enable Talk-Lock press the Talk button, then press the Talk-Lock button to enable Talk-Lock.

Loudspeaker can be enabled once in Conference Listening Mode. Simply press the loudspeaker button.

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4.1 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 VoCoVo Headsets.

Release the PTT Button when you have finished speaking.

4.2 Speaker volume buttons

Pressing the volume control buttons (+ and - buttons) will increase or decrease the VocoVoice headset speaker volume.

You will hear a high pitched beep tone when you reach maximum volume.

4.3 Mute function

Press and hold either volume button to activate mute mode.

Press the PTT button to deactivate mute mode.

4.4 LED incdicator

The white LED indicator indicates the Headsets status.

Off indicates that the VocoVoice headset is not active.

One blink every two seconds indicates the Headset is active.

Rapid flashing Indicates the VoCoVo Headset is in registration
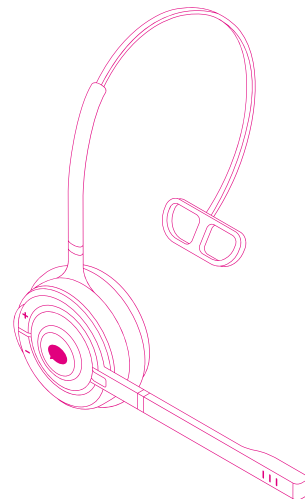
4.5 Talk-lock function

The Headset has a Talk-Lock function to allow you to talk to colleagues without holding down the PTT button.

Activated by holding down the PTT button and the menu button at the same time.

The Headset will stay in Talk-Lock mode for 3 minutes before returning to Push-To-Talk mode, or press PTT to exit Talk-Lock.
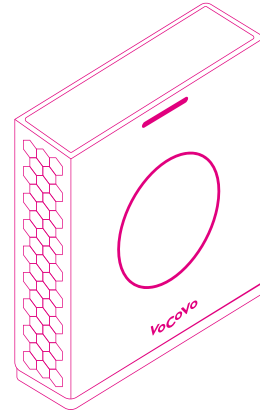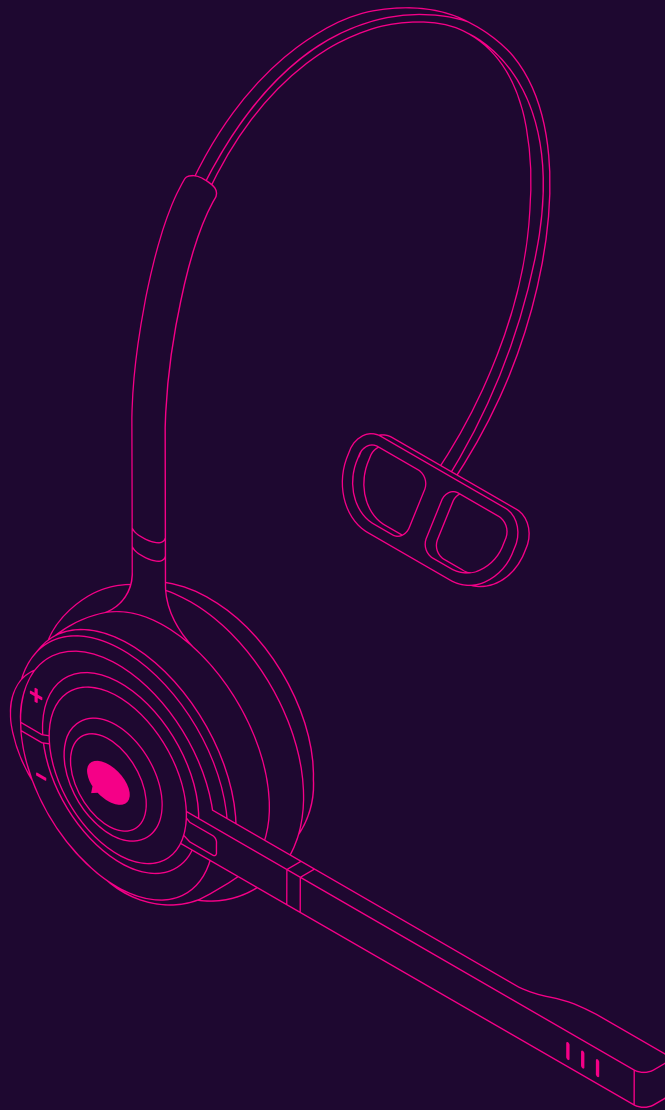
Base Unit

Headsets

Handsets

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Quick start Guide

Registering Headsets

VoCoVo

Registering a VoCoVo Headset

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Menu

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