



Laguna Department of Education



relay

The Relay Device



Volume Up

Relay Assistant

Volume Down

+

Raise volume
Turn device on
Turn off DND

-

Lower volume
Put device in DND
Device Reboot

Relay Assistant

Commands

Direct Calls, Device name, Current Channel, Weather, Current Time, Language Translation,

Talk

Hold down & speak into the device to send a message
Initiate a panic

Understanding Relays LED Lights

White LED Arc

Relay is connected and able to send and receive messages.



Purple LED Arc

Do Not Disturb (DND) mode is on. Relay is connected, but unable to send and receive messages. Volume up (+) to turn off DND mode.



Green Ring

Relay has an incoming call. The ring will stay green until the call has ended.



Red LED Arc

Relay is not connected and is unable to send and receive messages.



If you are experiencing any other LED lights on your device, power off your device and then power back on to see if that resolves the issue. If not, then contact your supervisor for support.

** If the entire ring of LED lights is pulsing red, the device's battery is below 20%.*

How to Effectively Speak Into your Relay



For best results, do not hold the Relay device right up to your mouth to communicate.

Panic Workflow Options

Panic	Incident Codes
<p>When there is an emergency situation, you can use your Relay to inform the necessary people.</p>  <p>To initiate:</p> <ul style="list-style-type: none">-Tap the talk button 5 times repeatedly and then you will hear an audible confirmation-At that point, all responders will be notified and brought into a communication group with you.	<p>Specific people will have the ability to use the Relay Assistant button that the top of the device to call a Code.</p> <p>These codes are color related and can be called for a variety of reasons.</p> <p>Once a code is called- all specified Relay devices will be notified and brought into a communication channel.</p>

Employee Training Guide | Getting Started

Unboxing Your Relays

Each Relay comes in its own individual box with the following items:

- Relay+
- Quick Start Guide
- USB-A to USB-C Charging Cable
- Power Adapter

Note: The charging cable and power adapter are located underneath the cardboard insert where the Relay+ sits



Charging Your Relays

We recommend fully charging your Relays with either the provided charger or our optional multi-unit charger. To charge your Relays:

1. Plug in the charging cable to the USB-C port on the Relay
2. Ensure the LEDs on the face of the Relay show a partial circle with white either white or red LEDs and the LED at the end of the circle is **pulsing** - **this indicates the Relay is charging**
 - a. If the LEDs are **white**, this indicates the Relay is powered **on** and charging
 - b. If the LEDs are **red**, this indicates the Relay is powered **off** and charging
3. When a Relay is fully charged, the LEDs will all **pulse white**

Understand Relay's LEDs

3 White LEDs: Relay is connected and able to send and receive messages.

3 Purple LEDs: Do Not Disturb (DND) mode is enabled. Relay is connected, but unable to send and receive messages while DND is on. Press the Volume up (+) button to disable DND mode.

3 White LEDs with 2 Blue LEDs: A Bluetooth headset is paired and connected with the Relay.

3 Red LEDs: Relay is not connected and is unable to send and receive messages.

*** If the entire ring is pulsing red, the device's battery is below 10%**

Employee Training Guide | Communications + Panic

Using your Relay

Power your Relays on/off

Press and hold the **volume up (+)** button for 3 seconds to power on the Relay. If powered on, press and hold the **volume up (+)** button for 5 seconds to power off.

Send a message

Press and hold the **talk button** and say your message. Release the button when finished.

Changing channels

Tap the **Relay Assistant** button one time to hear the name of the Relay and the current channel. Continue to tap the **Relay Assistant** button to cycle between available channels.

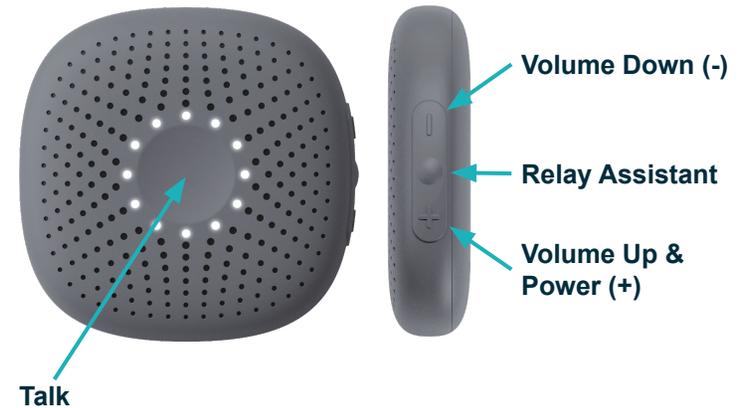
Do Not Disturb (DND)

Method 1: To enable or disable, press and release the **volume up (+)** button and the **volume down (-)** buttons at the same time.

Method 2: Press the **volume down (-)** button repeatedly past the lowest volume setting to enable. To disable DND, press the **volume up (+)** button.

You will get a confirmation message saying "Do not disturb on/off".

If Do Not Disturb is on, your Relay will not be responsive, other than a vibration, when you press any buttons.



Relay Assistant Commands

Making a Call with Relay*

Press and hold the **Relay Assistant** button, then say the command "Call (Device Name)" to call a specific Relay

Accepting and Ending a Call

To **accept** a call, press the **talk** button one time

To **end** a call, tap the **Relay Assistant** button two times

**Note: Calling is service plan specific. Contact your Customer Success Manager or Relay Support for more information.*

Tips & Best Practices

When speaking into a Relay or Relay headset, hold it **6-8 inches** away from your mouth for better clarity.

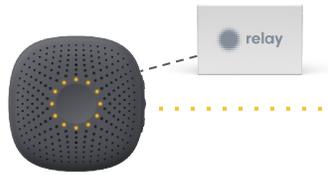


If you run into an issue with Relay, simply try **powering it off and back on**.

Put Relay into **Do Not Disturb while charging** to avoid hearing multiple conversations in a common workspace or office.

Employee Training Guide | Communications + Panic

Using Relay for Panic/Emergency Alerts



Panic alert initiated

Rapid-press the **talk** button at least **5 times** to initiate a panic alert.

The Relay will obtain location information from the nearest bluetooth beacon and announce an alert has been sent.



Panic alert acknowledged

The panic alert is sent to a team of responders. The alert will persist until a responder **acknowledges** it by tapping the talk button or via the Relay app or dashboard.

Other responders and the initiator will receive a notification when someone has responded to the panic alert.



Active incident

The initiating Relay and all responders will be put into a channel to communicate.

If the initiator's location changes during the incident, each responder will receive an alert of the new location.



Resolution

Alerts are **resolved** in the Relay app or dashboard by an account administrator. A reason for the alert can be added during the resolution process.

Once resolved, the initiator and all responders will receive a notification announcing that the panic alert has been resolved.



Scan the QR code or visit go.relaygo.com/employee-education-comms-and-panic for additional information, videos, and available printouts in Spanish.

Employee Training Guide | Communications

Using your Relay

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Press and hold the **talk button** and say your message. Release the button when finished.

Changing channels

Tap the **Relay Assistant** button one time to hear the name of the Relay and the current channel. Continue to tap the **Relay Assistant** button to cycle between available channels.

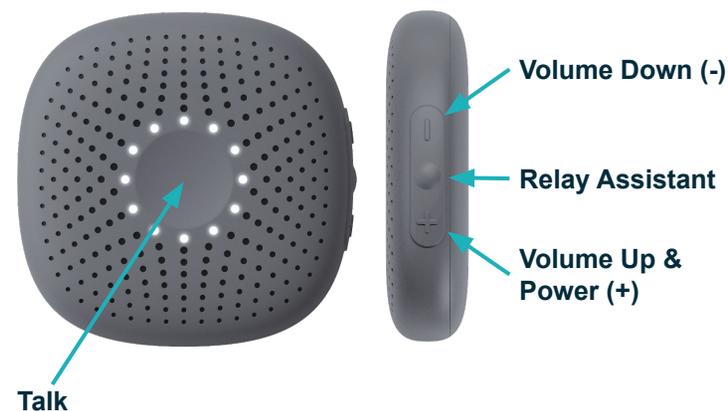
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**Note: Calling is service plan specific. Contact your Customer Success Manager or Relay Support for more information.*

Tips & Best Practices

When speaking into a Relay or Relay headset, hold it **6-8 inches** away from your mouth for better clarity.



If you run into an issue with Relay, simply try **powering it off and back on**.

Put Relay into **Do Not Disturb while charging** to avoid hearing multiple conversations in a common workspace or office.



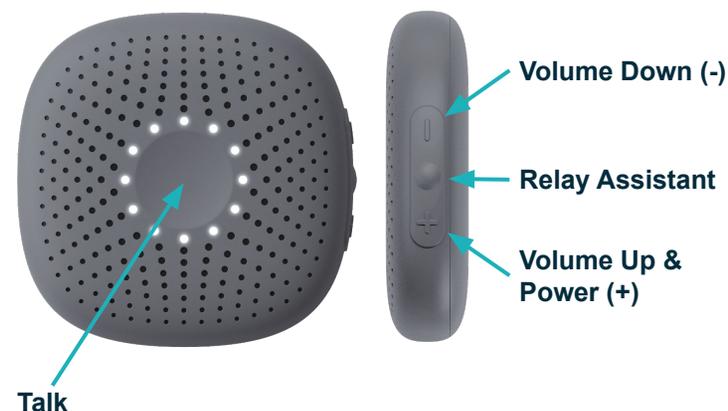
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Employee Training Guide | Troubleshooting

Relay Not Powering On/Unresponsive

1. **Remove** the Relay from the charger and remove any case or accessories
2. Hold down the **volume up (+)** button for a full **60 seconds**
 - a. *If the Relay vibrates or if the LED lights start spinning, release the button*
3. If there's no change to the Relay, plug the Relay **directly into a USB-C charger** and the charger into a wall outlet for **1-2 hours**
4. **After 1-2 hours**, remove the Relay from the charger and **repeat step 2**

Note: The Relay device may power on on its own after being connected to the USB-C Charger



Spinning LED Lights

1. If the LED lights on your Relay are **continuously spinning**, **remove** the Relay from the Charger and remove any case or accessories
2. Tap the **volume up (+)** button **3-4 times** (as if turning up the volume)
3. **Wait 2-3 minutes**
 - a. *The LEDs may spin for up to 1-2 minutes after performing these steps as it resolves itself*
4. If the Relay automatically reboots and displays a **mixture of white and red LEDs** in a full ring, **contact Relay support**

Other Issues (No Audio, Stuck LED's, Etc.)

If you experience any other issues with your Relay's, we recommend trying a simple reboot as this often resolves most issues.

1. Hold down the **volume down (-)** button for **5-10 seconds** until the Relay indicates *"The device is rebooting"*
2. **Wait 2-3 minutes** for the Relay to completely reboot
3. When the Relay displays 3 white LEDs, confirm whether the issue you were experiencing has been resolved

**If any of these issues persist, please request that your account owner or an account administrator contact Relay support by visiting relaypro.com/account/support*

Employee Training Guide | Charging Best Practices

Charging via the Multi-Unit Wired Charger

Placing Relays on the Charger

1. **Remove** any headsets
2. Plug in one of the 6 USB-C cables from the charger into the USB-C port on the Relay
3. Ensure the LEDs on the face of the Relay show a partial circle with white either white or red LEDs and the LED at the end of the circle is **pulsing** - **this indicates the Relay is charging**
 - a. If the LEDs are **white**, this indicates the Relay is powered **on** and charging
 - b. If the LEDs are **red**, this indicates the Relay is powered **off** and charging
4. When a Relay is fully charged, the LEDs will all **pulse white**

Note: *If the Relay is powered off and charging, it will automatically power on when it nears a full charge and the LEDs will turn to white*

Remove Relays from the Charger

1. Carefully **unplug** the USB-C cable from the Relay
2. Ensure the Relay displays **3 white LEDs** indicating a connection

Charging Relays with Individual Chargers

Each Relay comes with a standard USB-C cable and power adapter. If you do not have access to a Multi-Unit Wired Charger, you can use the provided cable and adapter to charge your Relay with the steps listed above.



Powering Multi-Unit Wired Charges

Due to the power consumption required by the multi-unit wired charger, **it is recommended that only the provided power cable be used.**

Additionally, it is recommended that the multi-unit wired chargers be plugged **directly into a wall outlet** as opposed to an extension cord.

If plugging a multi-unit wired charger into a surge protector is required, **ensure the surge protector is not “daisy chained”** with other surge protectors or extension cords.