

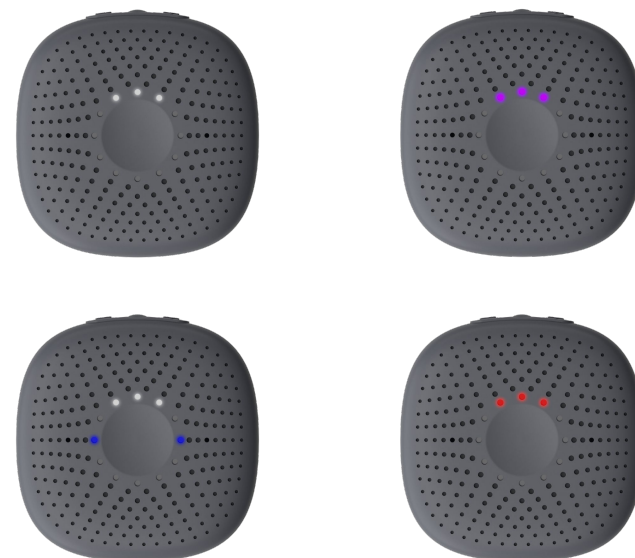
Employee Training Guide | Getting Started

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.

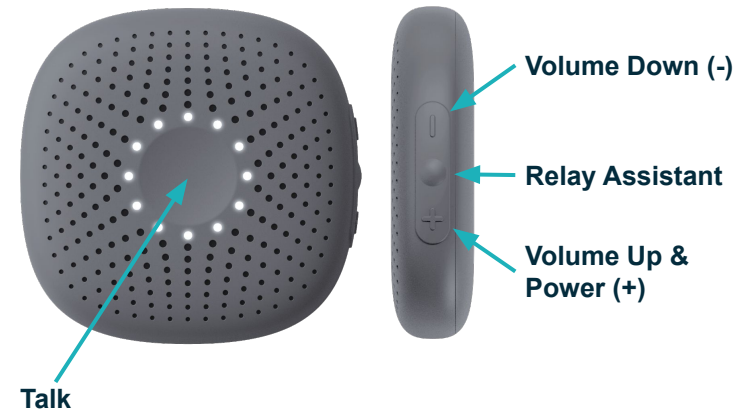
Do Not Disturb (DND)

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.

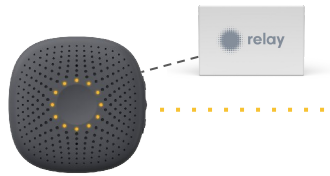


If you run into an issue with Relay, simply try **powering it off and back on**.

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

Employee Training Guide | Communications + Panic

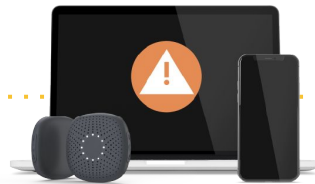
Using Relay for Panic/Emergency Alerts



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

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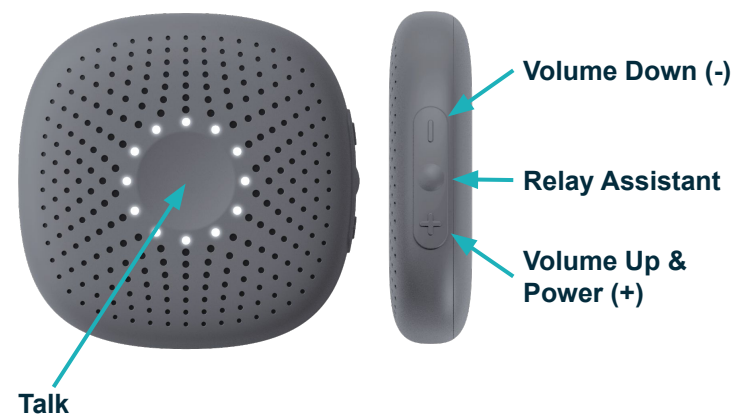
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Tips & Best Practices

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



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



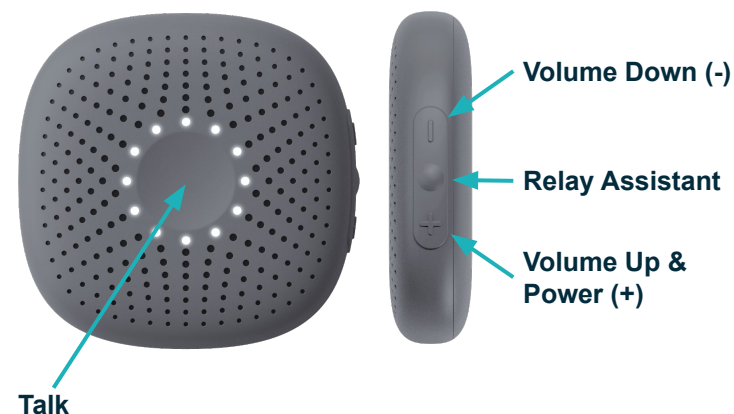
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Employee Training Guide | Troubleshooting

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.