

VoCoVo Wireless Headset

VoCoVo headsets offer simple to use wireless team communications, with crystal clear audio enabling your teams to communicate instantly across the widest areas.

Built around proven digital radio technology, communications between colleagues is simple and intuitive. Forget crackling walkie-talkies, poor voice quality, and barged in conversations. With VoCoVo conferenced technology, colleagues are free to concentrate on the task, not the tool.

The robust headset has been ergonomically designed with three detachable wearing style options. Padded earpieces and lightweight construction make it flexible and comfortable to wear, essential for a headset with a 48-hour battery life.

The wireless headset doesn't only allow colleagues to communicate with each other, it can relay messages generated at customer call points and checkout keypads and just about any imaginable input source (temperature sensors, footfall counters, security alarms, etc.).

Beyond the workplace, VoCoVo's telephony integration enables headset users to answer customer calls, make outgoing calls, join voice casts, react to compliance requests, get involved in team talks.

VoCoVo headsets include inbuilt Voice Prompts to take the guesswork out of using a headset. Audio tutorials allow users to keep up to date with your systems, we even provide a tutorial for VoCoVo.

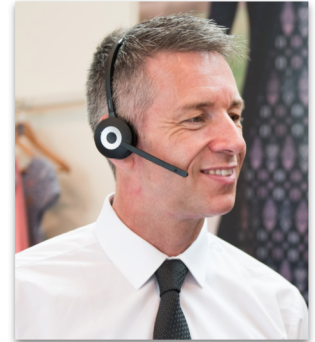
Optional intuitive audio menus enable advanced telephony integration (Speed Dials, Conference Calls, Callbacks, Call Parking, Call Forward, etc.)

Key Features

- Lightweight and robust design.
- Digital voice encoding means crystal clear audio.
- Large Push-to-Talk button.
- Up to 1000 headsets can be conferenced simultaneously.
- TalkLock option for hands free full duplex speech.
- Mute feature silences the headset while dealing with customers, but reminds you it's muted.
- Integrated battery with up to 48 hours battery life from a single charge.
- Rapid recharge in less than 3 hours (25% in 30 mins).
- Integrates with existing telephony systems.
- Wide coverage upto 120m. *Range extended simply by adding multiple hubs and range extenders.
- Interchangeable wearing styles for comfort: Headband, Neckband, and Ear hook.

Product Specification

Dimensions Excl Headband (mm)	130W x 50H x 15D
Weight (excl. headband, incl. battery)	28g
Frequency	1.880 – 1.900 Ghz (DECT)
Range	Up to 120m*
Battery Life	Standby 48 hours, talk-time upto 9 hrs
Battery Specification	3.7V 295mAh, rechargeable
Failure Rate	Less than 3%



Headband



Neckband



Earhooks

VoCoVo Hub

The **VoCoVo Hub/Base Unit** provides the wireless backbone to the range of VoCoVo devices. The Hubs can be used in isolation (standalone) or networked to provide a multi-cell wireless infrastructure.

The VoCoVo wireless backbone integrates Headsets, Handsets, Smart Devices, Checkout Keypads, Customer Callpoints, Smart Buttons, Badges, and Wearables. VoCoVo devices communicate within a conference to provide team communications and individually when one-to-one communication is required.

With a range of up to 120 metres at each cell, and multi-cell capability, VoCoVo can cover the largest of sites with ease. From Multifloor/Multi department retail, to stadiums, and beyond.

Multiple conferences can be created with multi-cell installations. Colleagues are able to switch and merge conferences where device permissions have been configured.

Hubs and VoCoVo devices are remotely provisioned, configured and upgraded with VoCoVo devices receiving over-the-air updates.



Key Features

- Up to 1000 Wireless VoCoVo Headsets/Devices in a system.
- Highly scalable systems from 1 to 250 Hubs.
- Up to 100 VoCoVo Range Extenders in a system.
- Easily add and remove VoCoVo Headsets/Devices.
- Colleague and customer requests from wireless checkout Keypads and Callpoints.
- Full duplex audio between headsets/devices and checkout Keypads/Customer Callpoints.
- Inputs such as self service checkouts, and alarms, keep colleagues informed and aware.
- Remote configuration and firmware upgrades.
- Network Integration IEEE802.3af POE for simple installation.
- Multi-hub radio with seamless handovers between hub.
- Optional integration with telephony systems.
- Expandable to incorporate integration of additional systems and devices such as VOIP devices, Fire/Security Systems, Radio Paging, Smart Phones...

Product Specification

Dimensions Incl. Stand (mm)	200H x 150W x 57D (Indoor enclosure) 220H x 220W x 50D (Outdoor enclosure)
Weight	330g (Indoor enclosure) / 580g (Outdoor enclosure)
Antennas	Internal omni-directional antennas Indoor Range: 50 m / Outdoor Range: 300 m
Frequency	1880 – 1900 MHz (10 carriers) Europe/AU/NZ 1910 – 1930 MHz (10 carriers) Latam 1920 – 1930 MHz (5 carriers) US
Standards & Approvals	EN301406 (TBR6) EN30176-2 (TBR10) EN60950-1 (Safety) IEC60950-1 - CSA-c CSA-us or UL60950-1 EN301489 (EMC, ESD) RF (EMF, SAR) FCC part 15D, conducted & radiated FCC part 15B RSS213
Temperature Range °C	-5° to +55°
Power Supply	Power over Ethernet (PoE): 48V - IEEE802.3af (Class 2)
Energy Usage	4W (per unit)
IP Ratings	Indoor enclosure - IP20 / Outdoor enclosure - IP54/65

Device Docks

The **VoCoVo Docks/Charge Racks** are designed specifically to work with VoCoVo Headsets, Callpoints and Keypads providing optimum charging conditions to maximise the battery life of each device.

The Docks are a safe and secure method of storing devices reducing the risk of loss or accidental damage. The modular design means that the number of charging slots can quickly and easily be expanded.

The racks have been developed specifically with a small footprint and an attractive design.

Devices achieve full charge in less than 3 hours. The Docks then keep the devices at full charge ready for use.



Key Features - Headset Dock

- Will simultaneously charge up between 5/6 devices.
- Easy to understand LED Indicator shows charging status.
- Dock automatically switches the Headset to standby when placed in charger.
- Devices automatically switches on when removed from the docks.
- Charging circuit is designed to optimise battery life.
- Docks contains short circuit protection.
- Can be wall mounted (wall rack attachment required)
- Individually replaceable headset modules

*headsets/handsets supplied separately.

Key Features - Callpoint/Keypad Dock

- Will simultaneously charge up to 4 devices (can be purchase singularly).
- Charging circuit is designed to optimise battery life.
- Docks contains short circuit protection.

*callpoints/keypads supplied separately.

Product Specification

Headset Dock (5 Way)	
Dimensions (excl. headsets) (mm)	275W x 100H x 70D
Weight (excl. devices, incl. modules)	882g
Input Voltage	Mains 240V
Material	PVC + ABS
Energy Usage	7.5W (per unit)
Headset Dock (6 Way)	
Dimensions (excl. headsets) (mm)	330W x 100H x 70D
Weight (excl. devices, incl. modules)	1.57kg
Energy Usage	9W (per unit)
Callpoint/Keypad Dock (Single)	
Dimensions (excl. devices) (mm)	140W x 40H x 65D
Weight (excl. devices)	167g
Input Voltage	Mains 240V / DC 5V 600mA
Energy Usage	2.5W (per unit)
Material	PVC + ABS
Callpoint/Keypad Dock (4 way)	
Dimensions (excl. devices) (mm)	140W x 40H x 240D
Weight (excl. Devices, incl. base plate)	698g

VoCoVo Controller

The **VoCoVo Controller** forms the core of a highly scalable VoCoVo system.

The VoCoVo Connect Box can be located anywhere on site and connects to VoCoVo Hubs using an existing or a dedicated CAT5 network.

Subject to bandwidth requirements, VoCoVo technology can be deployed within remote data centres, as licensed software on your own servers, or as a rack mount server.

The VoCoVo Connect Box can integrate with existing PBX, voice gateways, or almost any VoIP telephony system to provide fully integrated telephony features alongside all the unique team communication features of VoCoVo.

VoCoVo Connect Box can communicate with each other across networks offering truly integrated team communication solutions across the enterprise. VoCoVo Portal offers key integrated business efficiency solutions such as:

- Compliance delivery, feedback and responsibility tracking.
- Voice Casts, for store, region, and enterprise wide announcements.
- System and Process training, with tracking and acknowledgement.



Key Features

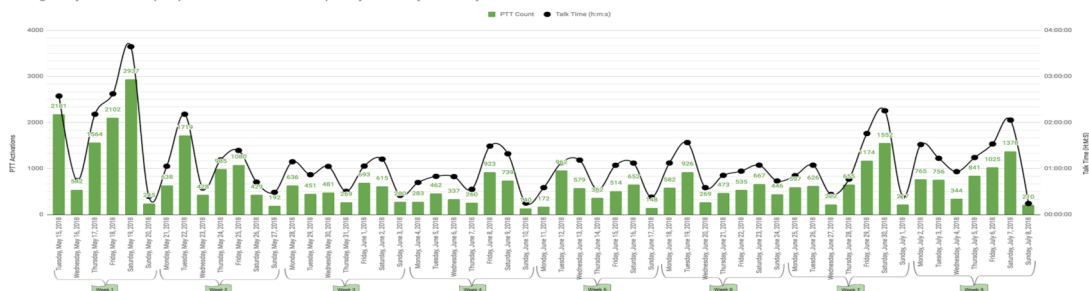
- Simultaneous Control of up to 1000 Wireless Headsets/ Devices.
- Facility to easily add and remove devices.
- WAN & LAN Ports for onsite and offsite integration.
- Messages, Firmware and Configuration easily upgraded through remote administration.
- Event logs are generated to provide data on activity for each Input device allowing analysis of system usage.
- Integrated data visualisation through embedded webserver.
- Network Integration IEEE802.3 (3 NICs).
- Mobile GPRS/4G data connectivity. (Optional)
- Integration of additional systems and devices such as PBX, VOIP, Fire/Security Alarm Systems, Radio Paging, PMR Radio, Smart Phones.
- Custom applications and back-office integrations are available.

Product Specification

Dimensions (mm)	220W x 45H x 230D
Weight (excl. headband, incl. battery)	930g
Input Voltage	Mains 240V
Energy Usage	5.4W (per unit)

VoCoVo Conference Activity

Average Daily Push to Talk (PTT) Activations and Talk Time per day - 15th May to 8th July



VoCoVo Wireless Callpoint

Designed for use with the VoCoVo Connect Box, the **VoCoVo** wireless Callpoint allows customers to request assistance at the location and time it is needed. This device can be used in many different scenarios, for example:

- On the retail floor for customers to request assistance with a purchase decision or finding a product.
- Click-and-Collect desks to request assistance.
- In changing rooms for customers to request a different garment.
- At a delivery bay for drivers to alert staff that a delivery has arrived.

Touching the call button immediately generates an audible message that is sent to support colleagues via their VoCoVo wireless device. The message states the location where assistance is required. For example:

“Customer Assistance, Power Tools”

VoCoVo Callpoints’ unique audio communication feature enables colleagues to respond to a request for assistance simply by letting the customer know they are on their way, meaning the customer is less likely to walk away from their potential purchase.

The action taken in response to the button press is configured into the VoCoVo system. Voice messages, number of repeats, message priorities, and more are all remotely configured.

A request for assistance can be cleared down at the receiving device such as a headset, or by a touch gesture at the Callpoint.

VoCoVo Callpoints are designed to integrate seamlessly with point of sale for maximum impact in a retail environment.

The Callpoint has multiple charging options including rechargeable batteries and mains charging meaning it can be positioned almost anywhere and can be easily relocated with the minimum of effort. The unit also provides LED indication that the call button has been activated.

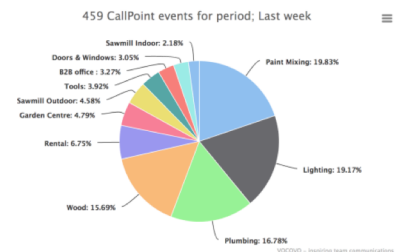
Callpoint data and statistics enable businesses to make customer service a measure of store performance. It also enables businesses to monitor response times and identify training requirements. System data and statistics are available with VoCoVo support packages.

Key Features

- Audio communication feature.
- Designed to integrate with point of sale.
- Charge rack for safe storage while charging.
- Charging options.
- Charging every 90 days subject to usage.
- CallPoint usage data & statistics available with support packages.

Product Specification

Dimensions (mm)	120W x 112H x 27d
Frequency	1.880 Ghz – 1.900 Ghz (DECT)
Weight	240g w/o batt/360g w batt
Range	Up to 300 feet/90 meters
Battery Options	Rechargeable NiMH Pack 4.8V DC Alkaline Pack 6V DC
Power Options	Micro-USB battery charge port. Battery-less power input (RJ11 rear feed) Mains 240V
Energy Usage	2.5W (per unit)



VoCoVo Wireless Keypad

The **VoCoVo** keypad with audio communication allows checkout or customer service colleagues to request assistance and to specify the nature of their request at the touch of a button.

Pressing one of the customized keys instantly generates an audible message that is broadcast to colleagues on VoCoVo conference(s) via their headset, handset, smartphone, or wearables. The message states the location and the nature of the request, making it easy to identify the need and respond accordingly. For example:

“Checkout 3 - Carry to Car”, or “Self-Service Checkout 9 - Age Verification”

Customisable buttons allow for a wide range of specific requests to be assigned and with LED indication, the user knows their request has been sent, and knows it has been received.

VoCoVo Keypads have integrated audio so assisting colleagues can call-back to the keypad with full duplex speech eliminating the round trip to the checkout.

The custom message feature means checkout colleagues can request help for something there is no button for. Their short recorded message is broadcast to the VoCoVo conference(s).

The VoCoVo Keypad has a Bluetooth® option to allow discrete communication at the checkout with a Bluetooth headset or handset. The Keypad with Bluetooth handset can provide a telephony function to allow customer credit card authorization or validation.

VoCoVo Keypads are configured through the VoCoVo Connect Box. Voice messages, number of repeats, message priorities, and more are all remotely configured. The keypad can be permanently or battery powered from rechargeable NiMH, or dry cell lithium or alkaline battery packs.

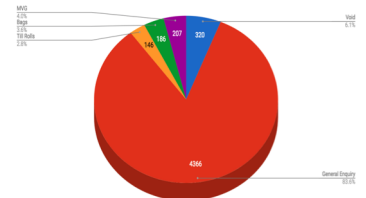
Keypad data and statistics enable businesses to make customer service a measure of store performance. It also enables businesses to monitor response times and identify training requirements. System data and statistics are available with VoCoVo support packages.



Key Features

- Simple to use.
- 2 way audio communication.
- ‘Custom Message’ feature.
- Volume controls.
- Bluetooth headset / handset option.
- Battery or mains power.
- Customisable branding.
- Customised, Interchangeable touch buttons.
- Battery charging once a month (subject to usage).
- Charge dock for safe storage while charging.
- Easily replaceable battery pack.
- Wireless coverage of up to 120m in open plan environment and extendable with VocoPulse base units and VocoReach repeaters.
- Up to 100 KeyPads on a single system.

Keypad Presses



Product Specification

Dimensions (mm)	120W x 112H x 27d
Frequency	1.880 Ghz – 1.900 Ghz (DECT)
Weight	240g w/o batt/360g w batt
Range	Up to 120m line of sight in open space environments Up to 10m for Bluetooth
Battery Voltage	Rechargeable NiMH Pack 4.8V DC Alkaline Pack 6V DC
Power Options	Micro-USB battery charge port. Battery-less power input (RJ11 rear feed) Mains 240V
Energy Usage	2.5W (per unit)

VoCoVo Range Extender

The **VoCoVo Range Extender** provides a simple means to extend the range of the VoCoVo wireless network.

In standalone systems, the Range Extender can provide extended coverage, where a multi-cell installation would normally be required.

In “radio black spot areas” where radio coverage is reduced or limited, the VoCoVo Range extender can be added to a VoCoVo system to overcome limitations.

The Ranger Extender when installed within radio range of a VoCoVo Hub will extend the coverage area of the VoCoVo network:

Up to three VoCoVo Range Extenders can be used to extend the range of a single base unit. The range extenders must be configured in a star formation (all extenders in range of the Hub), and cannot be used in a daisy-chain configuration.

The VoCoVo Range Extender requires only a mains power source, and is powered through a low voltage adapter, no other connection to a VoCoVo network is required. The repeater must be in-range of the base unit it is extending, which is recommended as a radio signal level of no less than -75dBm (A VoCoVo Handset can be used in a ‘survey mode’ to determine signal strength to the base unit).

VoCoVo Range Extenders can be deployed without any configuration equipment, and do not require the presence of a VoCoVo Connect Box. An indicator LED on the base unit determines connectivity and activity with the base unit. VoCoVo Range Extenders can be remotely configured and monitored where the installation includes a VoCoVo Connect Box.

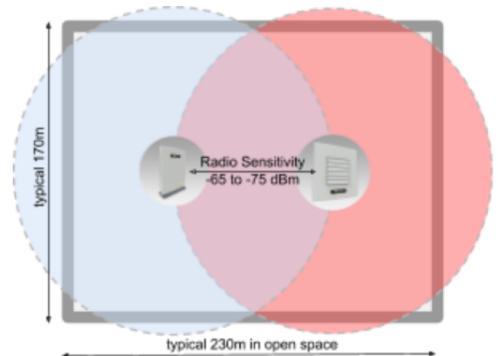


Key Features

- Simple to install.
- Extends the VoCoVo network.
- Internal or External Use. *
- Up to 3 VoCoVo Range Extenders per VoCoVo Hub.
- Supports automatic handover.
- Over-Air upgradeable.
- Dual internal antennas.
- Handles upto 5 simultaneous connections.
- DECT Encryption
- Extends range of all VoCoVo devices.

*External use requires the additional waterproof enclosure.

Coverage Diagram



Product Specification

Dimensions (mm)	120W x 120H x 45D
Weight	130g
Antennas	Internal dual omni-directional antennas Range: Indoor up to: 50 m Range: Outdoor up to: 300 m Optional external antenna connection
Frequency	1880 – 1900 MHz (10 carriers) Europe/AU/NZ 1910 – 1930 MHz (10 carriers) Latam 1920 – 1930 MHz (5 carriers) US
Standards & Approvals	TBR6, TBR22 ETSI 300 700 - ETSI Wireless Relay Station Specification
Temperature Range °C	-10° to +50°
Power (6VDC)	Mains 240V / DC 5.5V 600mA
Energy Usage	1.5W (per unit)