

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 DECT digital technology, communications between staff members 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 detachable wearing styles. The padded earpiece and lightweight construction make it both flexible and comfortable to wear, essential for a headset with up to 48-hour battery life.

Integrating with the range of VOCOVO input devices, the wireless headset relays audio messages generated at CallPoints and at the checkout via Keypads or any imaginable input source (temperature sensors, footfall counters, etc.).

With **telephony integration** VOCOVO headset users are now able to answer incoming customer calls and make outgoing telephone calls to a set of numbers.

Advanced features of the VOCOVO Headset include inbuilt Voice Prompts to take the guesswork out of using a headset. **OpenMic** feature for hands free full duplex speech. Extensive menu options to enable **advanced telephony** integration (Speed Dial, Conference Switch/Merge, Callbacks, CallForward, etc.).

Key Features

- New lightweight & robust design
- DECT digital voice encoding means crystal clear audio.
- Large Push-to-Talk button
- Up to 1000 headsets can be conferenced simultaneously.
- OpenMic feature allows hands free duplex speech
- Easy to use mute feature allows headset to be silenced while dealing with customers
- Integrated battery with up to 48 hours battery life from a single charge
- Rapid recharge in less than 3 hours
- Voice Prompts
- Integrates with existing telephony
- Wide coverage up to 120m. Range extended simply by adding multiple cells and repeaters.
- Multiple interchangeable wearing styles (Over Ear, Headband, Neckbands, ear piece)
- Users share headsets, whilst retaining their own personal ear cushion and wearing style



Dimensions Excl Headband (mm):	131l x 50w x 18h
Weight (excl. headband, incl. battery):	27g
Frequency:	1.880 – 1.900 Ghz (DECT)
Range:	Up to 120m. Range can be extended with multiple cells and repeaters.
Battery Voltage:	3.7V DC

Charge Rack

The **VOCOVO Charge Racks** are designed specifically to work with VOCOVO Headsets, Handsets, CallPoints and Keypads providing optimum charging conditions to maximise the battery life of each device.

The Charge Rack is 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 Charge Racks then keep the devices at full charge ready for use.

Key Features

- Will simultaneously charge up to 6 devices
- Easy to understand LED Indication shows charging status
- Charge Rack automatically switches the Headset to standby when placed in charger
- Devices automatically switch on when removed from Charge Racks
- Charging circuit is designed to optimise battery life
- Charge Rack contains short circuit protection

*headsets/handsets supplied separately.



Headset charge rack (5 device charge rack)	
Dimensions (excluding headsets) (mm):	275w x 100h x 67d
Weight (excluding devices):	693 g
Input Voltage:	5V DC 2000mA
Material:	PVC + ABS
CallPoint/Keypad charge rack (4 device charge rack)	
Dimensions (excluding headsets) (mm):	138w x 40h x 230d
Weight (excluding devices):	698g
Input Voltage:	5V DC 2000mA
Material:	PVC + ABS

CallPoints

Designed for use with the VOCOVO Controller, the wireless CallPoint allows customers to call for assistance. This device can be used in many different scenarios:

- On the **shop floor** for customers to request assistance with making a purchase decision or finding a product.
- In **changing rooms** for customers to request a different sized garment.
- At a **delivery bay** for drivers to alert staff that a delivery has arrived.

Pressing the Call Button immediately generates an audible message that is sent to support staff via their VOCOVO Wireless device. The message states the location where assistance is required. For example Customer Assistance power tools.

The unique audio communication feature enables shop floor colleagues to respond to a request for assistance, either by letting the customer know they are on their way or asking more questions.

Each CallPoint is programmed with a unique identity. The action taken in response to the button press is pre programmed into the system. For example an alert could be sent to a specific headset, to a conference group or to one or more VOCOVO devices.

A request for assistance is cancelled by staff gently swiping a finger across the CallPoint face. Alternatively, it will reset after a period of time.

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 day's subject to usage**
- **CallPoint usage data & statistics available with support packages**



Dimensions	118 x 118mm x 25mm
Frequency	1.8-1.9 GHz
Range	Up to 300 feet/90 meters
Battery voltage	4.8V DC

Keypad

The **VOCOVO Wireless Checkout KeyPad** with **audio communication** allows checkout or customer service staff 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 the checkout supervisor or support staff via their VOCOVO Headset or Handset. 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, Self-Service Checkout 9 - Age Verification, Checkout 22 - £1 Coins.

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.

The KeyPad **Audio Communication** feature means that colleagues can talk to the KeyPad from VOCOVO devices with full duplex speech and provide detailed assistance eliminating the need to return to the checkout.

The **'Record Message'** feature enables checkout colleagues to record a brief message that is then broadcast to VOCOVO devices. Handy for any non-standard queries.

The Checkout Keypad can be used in conjunction with a VOCOVO Bluetooth headset for discrete communications.

Each keypad is simply programmed with a unique identity. The action taken in response to a key press is programmed into the VOCOVO solution. For example Keypad messages could be sent to a specific headset, to a conference group or to one or more VOCOVO devices.

The Keypad charging options include mains or battery charging with rechargeable, lithium or alkaline battery packs.

VOCOVO 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

- Easy to use
- 2 way audio communication
- 'Message record' feature
- Volume controls
- Can be used with VOCOVO Bluetooth headset
- Battery or mains charging options
- Customised Keypad branding for individual clients
- Customised & Interchangeable button labels.
- Client Defined push buttons for specific requests.
- Charging every 90 day's subject to usage
- Charge rack for safe storage while charging
- Easily replaceable battery pack.
- Wide coverage of up to 120m in open plan environment and extendable with VOCOVO Conference Blocks



Dimensions(without stand) (mm):	118l x 118w x 25h
Frequency:	1.880 Ghz – 1.900 Ghz (DECT) 2.4 Ghz (Bluetooth)
Range:	Up to 120m line of sight in open space environments for DECT and up to 10m for Bluetooth. Range can be extended.
Battery Voltage:	6V DC (Alkaline/Lithium batteries) 4.8V DC (rechargeable batteries)