

Troubleshooting Guide

# | Full System



VoCoVo

## Initial Checks

Please ensure that all parts of the VoCoVo system are plugged in, with power to the sockets, and that all parts are networked correctly.

### **VoCoVo Controller and POE network switch (if used)**

Check that the connected network points on the front are flashing.

#### **Base Unit**

Check that the LED circle on the front of each Base shows Green.

#### **Repeater**

Check that the small LED on the front shows Green.

#### **Headset Charger**

There are no LEDs on the Charge Rack itself.

Check that Headset LEDs turn on when charging.

## Individual Checks

The following sections detail the normal operation of each part of the VoCoVo system, and a few basic checks that you can perform.

### **VoCoVo Controller**

- **Normal operation:**

Cooling fan can be heard/seen spinning.

Ethernet ports on front have green and yellow/orange lights if used. These may flash.

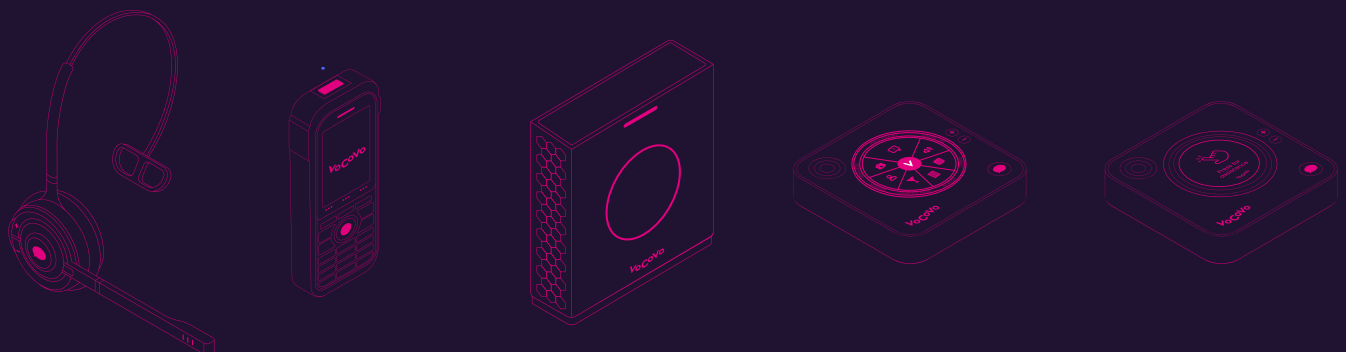
Wifi dongle (if used) inserted in the USB slot fully.

- **Basic checks:**

Is the power cable plugged in (both ends) and powered on?

Is there a patch cable from the Controller VoCo port to a network switch

If used, is the wifi dongle inserted into the USB slot fully?



## VoCoVo Base Unit

### Normal operation:

Solid green LED shown on front.

Any Repeaters have green LEDs on the front.

### Basic checks:

Is there an ethernet cable from the Base Station to a POE socket on a Network Switch, or a POE injector Power Supply?

## VoCoVo Headset

### Normal operation:

- LED off – device is powered off.
- LED blinks a few times when powered on, then blinks slowly (every 3s) when connected.
- Spoken message when powered on, e.g: "Headset Subscribed, Joining Conference 1"
- Press and hold PTT button – a single beep is heard and voice is broadcast to other devices.

### Low battery indicators

- 10% – "Battery Low" heard every 5 minutes
- 5% – "Battery Critical" heard every 10 seconds

### VoCoVo charger rack:

- Solid LED when charging (can be delayed if battery is very low).
- LED blinks every few seconds when charged.

### Basic checks:

- Is the Headset switched on? If not, does it need charging?
- Try restarting the headset:
  - Hold all 3 end buttons for approximately 3 seconds (Volume +/- and Menu) to power off the headset.
  - Power on again by pressing the PTT button.



## VoCoVo Headset Charger

### Normal operation:

- Headset LEDs light up when placed on the chargerack.
- There may be a long delay if the Headset battery is fully discharged.
- Headset LEDs flash slowly when fully charged.

### Basic checks:

- Is the power supply plugged in correctly (both ends) and the power socket switched on?
- Is the original power lead present? (5V DC, 3.2 - 4 A)
- Visually inspect the headset charge connectors are not damaged - compare with other Charge Racks if possible.



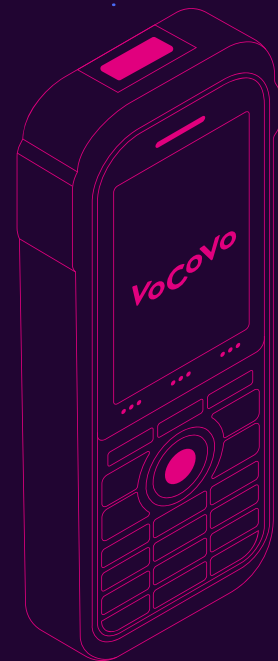
## VoCoVo Handset

### Normal operation:

- Screen displays "VOCOP001" or similar.
- Centre soft button joins a conference, to listen and talk on the conference.

### Basic checks:

- Does the screen display "Unregistered"? - Please follow instructions for registering your device, or contact your support team.
- Is the charger cradle power supply plugged in (both ends) and the power socket switched on?
- Are there other Handsets to check that the charger is working, or other chargers to check that the Handset charges?





## VoCoVo Call Points / Keypads

### Normal operation:

- Blue LEDs show when plugged in or battery inserted.
- Occasional (every 15 min) blue light moving in a circle.
- Purple LEDs are shown when charging.

### When a button is pressed:

- LEDs flash.
- Spoken message is heard from the device - e.g. "Colleagues have received your call".
- Relevant message is heard on headsets.
- If not answered, the Message will repeat.
- Slowly swipe downwards on Call Point button - callback is cancelled.
- Press multi-function button on Keypad - callback is cancelled.
- 2 way communication enabled if callback is answered.

### Basic checks:

- Is the battery present?
- Is the battery flipped? (Call Points and Keypads are delivered with batteries reversed)
- Is the charger plugged in and socket switched on?
- Does the device light up when placed in the charger?
- Do any other Callpoints/Keypads charge correctly, or can this device be tested with a different charger?
- Is the power supply connected at both ends, and the socket powered on?
- Do the LEDs flash constantly? Check that the Controller and Pulse units are powered. If not then the device may not be registered - please follow instructions in the manual for registering, or contact your support team.

