relay X

Welcome to RelayX

RelayX is a communications and safety solution. It's a simple device on the outside with powerful technology on the inside.

RelayX works a little differently from the technology you might be used to, and you may have questions about how to use it to its full potential – we can help with that.

This booklet will:

- Familiarize you with the basic functionality of the device.
- Show you how to easily talk with smartphones and other Relays.
- Introduce you to Relay's many features.

Thank you for choosing Relay!

Before you get started

- Make sure your Relays are charged.

Activation

- Download the Relay For Frontline Teams App from the Apple Store or Google Play Store.
- On your computer, navigate to the Relay Dashboard at dash.relaypro.com

Device

Talk button

- Press and hold to talk.
- Press five times to activate a panic alert.

Assistant button

- Press and hold to use the Relay Assistant.
- Quick press to cycle through the channels on the device.

Volume buttons (+ and -)

- Hold volume + for 3 seconds to

power on. Hold for 5 seconds to power off the device.
- Hold volume - for 5 seconds to reboot the device.
- Quick press volume + or - to increase or decrease volume. The LED lights will show the current volume level in a circular pattern.

Left and Right Buttons

- The left and right buttons on the front of the device are used for navigating to and within the menu on the screen

Charging your device

The Relay device has a USB-C port for charging. Individual USB-C chargers may be used or the Relay Multi-Unit Wired Charger for charging multiple devices at a time.

LED Lights

The LED ring tells you information about RelayX.

Activating

- Circling rainbow light.

Volume levels

- White light shows the current volume level when using the volume buttons.

Talking

- LED ring lights up blue when sending or receiving a message.

Battery life less than 10%

- Flashing red light.

Charging

- Partially-lit ring with blinking white (powered on) or blinking red light (powered off) indicates the device is charging and the charge percentage by the position of the blinking light.
- When fully charged, the entire ring will flash white.

Connection Status

- The top 3 LED lights will be white when your device is connected to the Relay network. When not connected, they will be red.

Communication & Messaging

Channels

- Communication channels that include two or more users (must be on the same account as the device).
- For any users on the channel at the time another user sends a message on that channel, the message will play out loud in real-time.
- If you have multiple Relay devices, you can enable different sets of channels on each device for a custom experience.

Safety Features

GPS location tracking

- See current and past outdoor location information for each Relay device.

Indoor Location tracking

- See current and past indoor location information for each Relay device

Geofencing

- Receive alerts when someone on your account enters or leaves designated locations.

Panic feature

- Relay sends an alert to a designated set of users by pressing the talk button five times quickly and creates a communications channel between the device and responder users.

Relay Assistant

- Press and hold the assistant button to use voice commands to help navigate your Relay device.

Example Commands:

- “Housekeeping” to take you to the channel named Housekeeping.

- “Translate Spanish” to use the device as a translator between English and Spanish.
- “Call Brian” to initiate a one-to-one conversation with Brian
- “Weather”, “Time”, and “Battery” to hear the forecast, current time, and battery level, respectively.
- “Connect Bluetooth”, “Disconnect Bluetooth” to initiate or remove a bluetooth connection

You can use this feature in place of pressing the button to manually cycle through your enabled channels.

Relay App

- Communicate with other Relays on the account.
- See location information for each Relay device on the account.
- See status of Relay devices.
- Initiate or respond to panic and incident alerts
- Manage channels.

- Manage and set up indoor locations.

Relay Dashboard

- Configure WiFi, channels and user settings.
- Communicate with other Relays on the account.
- See location information for each Relay device on the account.
- See status and take inventory of Relay devices.
- Respond to incident alerts.
- Manage and set up indoor locations.

Regulatory

FCC ID & IC ID can be viewed by selecting **MENU** > **ABOUT DEVICE**.

FCC Compliance Statement:
For the FCC statement visit: relaypro.

com/legal/relay-safety-and-regulatory

ISED Compliance Statement:
For the ISED (Innovation, Science and Economic Development Canada) statement visit: relaypro.com/legal/relay-safety-and-regulatory

Support

We're constantly making updates to RelayX and the app based on feedback from customers.

You can reach out to our support team through the Relay App or Dashboard or by emailing us at support@relaypro.com. Stay informed on new updates and enhancements by checking our blog!

Email
support@relaypro.com

Web
account.relaypro.com
relaypro.com/blog

relaypro.com

FCC Regulations:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user‘s authority to operate the equipment.

FCC RF Exposure Information (SAR)

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage near the body with the separation of 5 mm. To reduce exposure to RF energy, use the hands-free option with the built-in speakerphone, or an optional set of headphones, or other similar accessories. Although the SAR is determined at the highest certified power level, the actual SAR level of the while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: **2AMBHRY2268.**

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification is Head 0.89 W/Kg and Body 1.03W/Kg.

When the use of Ultra Wideband is prohibited in your region, such as while in an aircraft, Ultra Wideband can be turned off by turning on Airplane mode. Turn on Airplane mode by going to Quick Settings and tap on Airplane mode.

In the US, UWB devices may not be employed for the operation of toys. Operation onboard an aircraft, a ship or a satellite is prohibited.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l’appareil ne doit pas produire de brouillage, et

(2) l’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en

CAN ICES-3 (B)/NMB-3(B)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IC: 25353-RY2268

IC Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 1.0 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d’exposition DAS incontrôlée pour la population générale de la norme CNR-102 d’Industrie Canada et a été testé en conformité avec les méthodes de mesure et procédures spécifiées dans IEEE 1528 et IEC 62209. Cet appareil doit être installé et utilisé avec une distance minimale de 1.0 cm entre l’émetteur et

votre corps. Cet appareil et sa ou ses antennes ne doivent pas être co-localisés ou fonctionner en conjonction avec tout autre antenne ou transmetteur.