Welcome to RelayM

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

RelayM 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.

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 RelayM.

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 on a channel or green when sending or receiving a message on a direct call.

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: 2AMBHRY2267
IC: 25353-RY2267
MODEL#: RY2267

The FCC ID can be displayed by pressing the volume +, the volume - and the talk button simultaneously five (5) consecutive times (short presses). A single press of any button will clear the display.

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 RelayM 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