



User Guide

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What You Need:

- A VOCO Device
- Android® or Apple® Smartphone or Tablet with the VOCO Controller APP from The Apple App Store® or Google Play®
- A Broadband internet connection or WiFi
 - *Note: Have your Wi-Fi network password ready.*



VOCO User Interface:

Tablet and Phone VOCO Controller APPs:



Download VOCO Controller APP for your Apple or Android Device:



- Minimum System Requirements for your Apple Or Android Device:

- Apple: Device running iOS 7 or greater.
- Android: Device running version 2.3.3 or greater.



- Apple Device Users:

- iPhone and iTouch Users: Go to The Apple App Store and download the **VOCO Controller APP**.
- iPad Users: Go to The Apple App Store® and download the **VOCO Controller HD APP**.



- Android Device Users

- Go to Google Play® and download the **VOCO Controller APP**.

Setup of your VOCO Device:

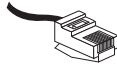
VOCO devices have the ability to be connected to your internet network two different ways:

Wired setup by connecting your VOCO device to Ethernet, or **Wirelessly** using the VOCO Controller APP to configure your VOCO device onto your Wi-Fi network.




Setup Instructions:

Wired Setup:



Using the **Wired** setup method, no configuration is necessary as the VOCO device will automatically connect to your network.

Wired set up Method:

1. Connect your VOCO device to your internet network using an Ethernet cable provided with your VOCO device.
2. Connect the power cord to the back of the VOCO device, and connect to power.
3. After the green and amber lights are solid on the front of the VOCO device, open the VOCO Controller APP on your Apple or Android mobile device. You will see a generic name for your VOCO device (vzone-40:00:00 for example) and it will say **"Ready"**. (Note: your mobile device must be connected to the same network as the VOCO device)
4. Name your VOCO device by tapping the settings icon  in the **Zones** screen of the VOCO APP, or in the lower right corner of the Tablet APP, then select **more options**, then **Name Device**. Name your VOCO device something which cues you such as "Bedroom V-Spot" or "Kitchen V-Pack."


***Note: First time set up may take 5 to 15 minutes to download updated firmware. Blue and Red LED lights may blink indicating software is being loaded.**

Wireless Setup:



When setting up your VOCO device **Wirelessly**, the process is slightly different between Apple devices and Android devices. Please follow the setup instructions specific to your device.

Apple Users:

1. Download the VOCO Controller APP from The Apple App Store® on your Apple device. 
2. Place your VOCO device within your home Wi-Fi network and connect the power cord to the VOCO device and plug in to power. 
3. Go to **Settings** on your Apple home screen, then **Wi-Fi**, and connect your Apple device to the Wi-Fi named: **VOCO_CONFIG_00....** Then exit the settings menu.
4. Open the VOCO Controller APP on your Apple device and follow the



on screen instructions. The set up wizard will automatically engage.

5. After completing the set up wizard, go back to your **Settings** on your Apple device and check that you have re-connected to the same network you set in the configuration. Your VOCO device and your Apple device must be on the same internet network. Your VOCO device is online when you see a solid green light on the front of your VOCO device and “...Ready” in the VOCO Controller APP.



(Note: First time start-up may take 5 to 15 minutes if new firmware is being downloaded)

For Android Users:

1. Download the VOCO Controller APP from Google Play® on your  Android device.
2. Place your VOCO device within your home Wi-Fi network and connect the power cord to the back of the device and plug into power.
3. Go to the Wi-Fi settings on your Android® device and ensure that it is connected to your  Wi-Fi network.
4. Open your VOCO Controller APP and in the **ZONES** screen select the **CONFIGURE** button next to the new Zone. Follow the configuration Wizard.
5. When completed, your VOCO device will be online when you see a solid green LED light on the front of your VOCO device and “Ready” in the VOCO Controller APP, next to your new Zone.


CONFIGURE

(Note: Initial start-up may take 5 to 15 minutes as new firmware is being downloaded. You may see red and blue blinking LED lights during downloads.)

Options during the SETUP Wizard:

Auto Upgrade:

Auto upgrade allows your VOCO device to automatically upgrade firmware as it is released. We recommend selecting **Auto Upgrade** to receive the latest firmware updates which include the latest features, services and patches. Your VOCO device will be briefly unavailable during a firmware update.

If the **Auto Upgrade** setting is turned OFF, a manual upgrade is required for your VOCO device each time VOCO releases a new firmware. An **Upgrade**  button in the **Zones** screen of the APP, underneath the name of your VOCO device. Touch the **Upgrade** button and your Zone will go offline and begin upgrading. *(Please Note: The firmware update may take 5 to 15 minutes based on the speed of your Internet Connection or Wi-Fi.)*

There are 2 places in the APP where you can select your setting for Auto Upgrade:

1. When using the **Wireless** setup process you will reach a screen that says “Periodically, new software updates are available for your VOCO V-Zone.” At the bottom of this screen you can select **Update me automatically** or **I prefer to approve any new updates before they are installed**.
- OR -
2. With your VOCO device online, select the **Settings** icon (small gear icon) in the **Zones** screen of the Phone APP, and in the lower right corner of the Tablet APP. You will be brought to the **Zones Settings** screen for your device. Select the **Auto Upgrade** option and you will again have the option to **Update me automatically** or **I prefer to approve any new updates before they are installed**.



Customer Support Access Setting:

VOCO devices keep in contact with VOCO servers to ensure optimal performance and service. If you need support, our customer service representative may gather user data to be able to assist you remotely. To prevent your VOCO device from providing this data, do not select Customer Support.

There are 2 places in the APP to select Customer Support Access:

1. When using the **Wireless** setup process you will reach a screen that says “Your VOCO device keeps in touch with our servers to ensure optimal performance and service.” At the bottom of this screen you can select **Yes, allow customer service assistance for this V-Zone** or **No, I’ll take care of it manually**.
2. With your VOCO device online select the **Settings** icon (small gear icon) in the **Zones** screen of the Phone APP or in the lower right hand corner of the Tablet APP. You will be brought to the **Zones Settings** screen for your device. Select the **Customer Care** option and you will again have the option to **Yes, allow customer service assistance for this V-Zone** or **No, I’ll take care of it manually**. ***VOCO recommends allowing customer support.**




Creating a myvoco.net account:

To stream Online Services a myvoco.net account is required. The account will store your services credentials so you won’t have to log on to services every time you use them.

To enable online services:

1. Tap the **Online Services** icon in the **Content** area of the VOCO Controller APP and select **Setup your account**, and follow the on screen instructions by entering a valid email and a password for your MyVOCO.net account.
2. A validation link will be sent to the email. Click on the link to validate your account. (note: check your spam folder if the validation email does not arrive promptly.)




3. Associate your VOCO device(s) with your myvoco.net account. From the VOCO Controller APP, select **Online Service** icon and select **Click here to set or change the user** at the bottom of the Online Services menu. Select **Associate** with the selected zone. 
4. At times, other members of the house or prior users have associated the Zone to their account. You must associate to your account to get your content.
5. Signing up for Pandora, Spotify, or YouTube requires entering credentials into your MyVoco.net account. With your VOCO zone associated to your account, your premium accounts will be available.

Dis-associating an account with a VOCO Device:


At times, another household member may want to associate their account with your VOCO device. To dis-associate a myvoco.net account with a VOCO device, follow the steps below.

To do this:

1. Select the **Online Services** option in the **Content** area of the VOCO Controller APP. 
2. Scroll to the bottom of the online services listing and select the **Dis-associate V-Device** option.
3. All the serial numbers of VOCO devices that are associated with the account will be listed there. Select the serial number of a specific VOCO device and dis-associate one unit, or if your myvoco.net account is associated with multiple VOCO devices, dis-associate all of them at once by selecting the **All your zones** option.

A VOCO device can also be dis-associated from a myvoco.net account by performing a factory reset. A factory reset will clear all settings of your VOCO device.

To do this:

1. Go to the Zones screen of the VOCO Controller APP and select the Settings icon of the phone APP or in the lower right hand corner of the Tablet APP select the **Settings** icon. 
2. Select the **Factory reset** option.
3. A pop-up window will appear asking if you are sure you want to factory reset your VOCO device. Select **OK**.

(Please Note: A factory reset may take a few minutes may take a few minutes and the VOCO unit will go offline while resetting.)

Streaming YouTube Videos:

With the exception of the VOCO V-Zone, all VOCO devices can stream YouTube videos. Connect your configured VOCO device to a TV using either an HDMI Cable or a Component Video Cable.



Search YouTube videos using your VOCO device by either:

1. Voice Or Text Search, then long pressing on the search results and select **Search YouTube:**
- OR -



2. Browse YouTube after selecting the YouTube button on the online services menu.



Selecting YouTube Streaming Quality:

YouTube video streams can be streamed at various resolutions up to 1080p. Higher quality videos require more bandwidth and if using a slow speed internet connection, try lowering the playback quality for best results

To do this:

4. In the Zones screen of the VOCO Controller Phone APP, and in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the **Zones Settings** screen.
1. Select the **Select YouTube quality** option.
2. A pop-up window will appear with 3 different options: **High Quality Streaming, Medium Quality Streaming, and Low Quality Streaming.**
3. When using a slow internet connection select Medium or Low Quality. After selecting the streaming option select **Save.**



Playing YouTube Audio Without Video:

VOCO devices can stream the audio portion of YouTube videos even if not connected to a TV. Simply search or browse for a YouTube video and then play the audio portion of the YouTube video through your VOCO system

Music Sources for your VOCO Device:

VOCO devices can access and stream music from many different locations including:

1. Internal VMS Server on your VOCO device using a USB Stick/USB hard drive;
2. Computer (Mac or PC) using VOCO Media System (VMS) Software;
3. Mobile devices from Android or Apple;

4. Online Music Services;
5. Certain NAS drives.
6. Most audio devices via Line-In or an optional Bluetooth adapter

Internal VMS Server using a USB Stick:

All VOCO devices have built in USB ports along with software which reads music files on a USB drive when plugged in to a VOCO device. Slide the USB stick into the front or back USB on the VOCO device and the server will read the music and make it accessible so long as that Zone server is selected. For example, if your V-Spot is called “Bedroom” select the “Bedroom” server in the **My Music** Tab.



Computer (Mac or PC) Using VOCO VMS Software:

Go to myvoco.com and select **Support** and you will find the Software and APP Downloads section. Download free VOCO VMS software for your Mac or PC Computer so you can access and stream music from your computer to any VOCO device on the same network. During the set up process select the directory where you keep your music such as **iTunes** or **Music Folder**. Name your library accordingly (John’s PC or Mary’s Mac) so that you know what music source you are selecting in the VOCO Controller APP.



While the internal Zone device server supports up to 7000 songs and can only synchronize a maximum of 2-3 zones, a typical PC or Mac can support 50,000 songs and 7-10 zones. For larger set ups, use of an external server such as a Computer or NAS drive and Ethernet usage works best.

Instructions for Setting Up VMS Software for PC and Mac Users:

After installing VOCO VMS Software, the VOCO Computer Software Control Panel will open on your computer. The VOCO Computer Software Control Panel allows you to setup your media collection. Name the music library so you can easily identify this music source on the VOCO Controller APP on your mobile device. To do this click on the **Library** tab on the top of the Control Panel, name it, and then click on the **OK** button at the bottom of the page. Then select the name of your Computer Server you chose on your VOCO Controller APP in the My Music Tab and stream music to your devices from your PC or MAC. **Be sure the computer is connected to the same network as your VOCO devices.*

When the VOCO VMS Software is downloaded onto your computer the default setting of the software is to pull the music that is stored in your **Music** folder on your computer. However, you may direct the software to pull music from any folder on the Computer. To do this simply click on the **Browse** button next to the music folder and select the folder you would like the VOCO VMS Software to access. After you have selected a folder click on the **Status** tab on the top of the window, then click the **Rescan** button next to the **“Look for new and changed music”** option.

If you add new songs to your music collection you must rescan your music collection to update the songs you can stream to your VOCO device. To do this simply click on the **Rescan** button located on the **Status** tab, after you have added the new songs to the folder. Once the VOCO VMS Software has finished the rescan select **OK** and the control panel will close.

Playing From Mobile Devices:

In the VOCO Controller APP select the **Play From** Icon to access and stream the music stored on your Apple or Android device. To do this, ensure that your Mobile device is connected to the same network as your VOCO device. Select the **Play From** icon in the **Content** section of the APP, then select your music from the list of artists, albums, or songs which populate. You can queue and stream up to 25 songs from phones or tablets.



Bluetooth:

VOCO can use online streaming services from your phone or tablet which are not yet integrated into our application by purchasing an optional Bluetooth dongle sold on MyVOCO.com. Other Bluetooth plug-in modules will not likely work with VOCO. For example, Deezer or Rhapsody may be streamed from your phone using the Line-in feature on the V-Spot or V-Pack, or the optional Bluetooth plug in.



Online Music Services:

A free MyVOCO.net account must be first set up to stream most online services. Your account will store your passwords for various services such as Pandora or YouTube. After setting up a myvoco.net account, the VOCO device must be associated to the account. To do this, select the **Online Services** icon and you will receive a screen with three options, select the middle option **"This zone has not been configured"** option, then select **Associate**.



If your myvoco.net account is setup, and your VOCO device is associated with your myvoco.net account, and you are unable to get online services screen to populate, check the status of the **Online Services** text in the upper right hand corner of the APP. The different colors will indicate the status:

- **Red** = Handset NOT connected AND zone NOT connected
- **Yellow** = Handset IS connected AND zone NOT connected
- **Purple** = Handset NOT connected AND zone IS connected
- **Green** = Handset IS connected AND zone IS connected

If you have an existing account for an online music service (i.e. Pandora, Spotify, YouTube) you will need to login to your account through the VOCO Controller APP. To do this select the **Online Services** option, and then select the online service of your choice and select **Enter Credentials** option. Then just use your login information for that music service.

NAS Drives:

VOCO supports most NAS Drives using Logitech Media Server (LMS) 7.8.0 or LMS 7.7.3 with a patch provided by VOCO. Instructions for the patch implementation can be found on the Forums at myvoco.com.



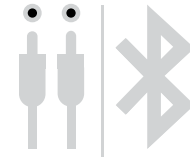
Selecting a Music Source (Server):

To select a music source for your VOCO device tap on the **My Music** tab in the VOCO Controller APP. Your available music sources(servers) available will include any online VOCO device, computers running VOCO media system software, and compatible NAS devices. The tab is a slide out from the right on the Zones screen in the Phone APP and a slide up tab on the bottom left corner of the Tablet APP.



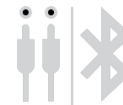
Line-In (V-Spot, V-Pack, and V-Amp)

Most phones and audio devices can connect directly to some VOCO devices using the Line-In port on the V-Spot, V-Pack and V-Amp. A 3.5 mm to RCA male cable is required to use this feature and not included. This feature allows playing of local music services on your phone which are not yet integrated into VOCO through the above VOCO devices.



To do this:

1. Connect a 3.5 mm cable to your mobile device and the RCA male jack to the Audio In ports on the back of the V-Spot, V-Pack, or V-Amp.
2. Start any music service on your mobile device.
3. Go to the VOCO APP and select the **Audio In/Bluetooth In** option.
4. Select the name of your V-Spot



LED Lights on VOCO Devices and What Do They Mean:

All VOCO devices have four LED Lights on the front panel. These LED's provide you with important information on the status of your device. Solid light indicators are as follows:

SOLID:

- Green Light Solid = VOCO is connect to a network
- Amber Light Solid = Ethernet is connected
- Blue Light Solid = VOCO is Streaming Audio or Video
- Red Light Solid = VOCO is starting up



Blinking:

- **Red Light Blinking** = VOCO device is installing firmware

- **Green Light Blinking** = VOCO device is looking for a Wi-Fi network and is not connected
- **Amber light blinks** = Blinks when touch buttons are touch
- **Green Solid and Blue Blinking** = VOCO device is connected to a network but music server is not selected or unavailable. Playback is not possible, please select a new **My Music** server.
- **Solid Green and Blinking Blue and Red** = VOCO device is downloading firmware packages. Amber light will be on if connected to Ethernet.
- LED lights will dim after about a minute, on the top of a V-SPOT or V-AMP device.

Turning On and Off The Hotspot Feature on your VOCO Device:

VOCO products use standard WiFi and can be configured as a hotspot. The Hotspot can be an open Wi-Fi network or it can be secured with a password. The Hotspot can serve as a guest network where guests can connect to your Hotspot.



To set up your Hotspot, follow these steps:

1. In the Zones screen of the VOCO Controller Phone APP, or in the lower right hand corner of the Tablet APP, select the **Settings** icon (Gears Icon) and you will be taken to the **Zones Settings** screen.
2. Select the **Zone HotSpot Configuration** option.
3. A pop-up window will appear. By default the **SSID/Network Name** will be **VOCO-HOTSPOT**, but you can change that to whatever you would like to name it.
4. If you DON'T want to secure the Hotspot select **Save**. If you DO want to secure the hotspot, turn on the encryption feature by selecting the button next to **Use Encryption (WPA/PSK)** and enter your desired password, and select **Save**. Please wait a few moments for the changes to apply, and then you will see the hotspot.



Disabling The Hotspot Feature:

To turn off the hotspot on your VOCO device, follow these steps:

1. In the Zones screen of the VOCO Controller Phone APP, or in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the **Zones Settings** screen.
2. Select the **Zone HotSpot Configuration** option.
3. The same pop-up window will appear that was used to setup the hotspot. Next to **Enable Hotspot** option, move the button to the off position, then select the **Save** button at the bottom of the window.



Optional: VOCO USB Bluetooth Adapter (V-Spot, V-Pack Only):

The VOCO Controller APP has a number of online services available using the VOCO APP. An optional VOCO USB Bluetooth Dongle can be purchased and used with VOCO V-Spot or V-Pack, to wirelessly stream other music services on a SmartPhone or Tablet.



To pair the VOCO USB Bluetooth Adapter with a Bluetooth compatible smart device, follow these steps:

1. With your V-Spot or V-Pack powered up and ready, plug-in the VOCO Bluetooth adapter to any USB port on the device.
2. Go to your mobile device settings and pair with the Bluetooth device that includes the V-Spot or V-Pack's name, for example **vzone.Kitchen**. The V-Spot or V-Pack will automatically stop any current playback, and switch to the Bluetooth input.
3. Open any music APP on your mobile device and begin streaming. Music will take a few seconds begin.
4. Using Bluetooth in some devices may slow other functionality because of the processing required by Bluetooth.

Voice and Text Search on the VOCO Controller APP:

Voice Search:

The VOCO Controller APP allows Voice search of your favorite Artists, Albums, or Songs, either in your personal music collection, or on available Online Services.

To perform a voice search **Press and Hold** the green bar with the VOCO logo at the bottom of the APP, say the name of an Artist, Song or Album, and then release the green button (similar to using a walkie-talkie.) The VOCO Controller APP will return any results matching your search phrase.



When performing a voice search you can ask for Artists, Albums or Song titles. For example you can ask for "Rolling Stones". However you cannot say "Play Rolling Stones" and have your VOCO device play **"Rolling Stones"**.

Common Voice Search User Errors:

Tap to Talk: Some users have the habit of using tap to talk for other applications and find that their voice recording is truncated and therefore does not return valid results. Hold the VOCO button until done speaking, then release. Optional Tap to Talk is available in the **Preferences** area of the VOCO APP.

Shouting: In noisy environments, users tend to shout into their phones at close range to compensate for ambient noise. The result is the creation of a distorted Voice file. For best results, speak in a normal voice approximately 6 inches or less from the phone. Devices vary in their ability to capture Voice requests in ambient noise situations due to microphone differences.

Text Search:

To perform a text search, touch the small gray tab next to the green bar at the bottom of the APP, and pull it open. Then type the name of an Artist, Album or Song and tap **Go**.



About Search:

When doing a voice or text search, the VOCO Controller APP searches the **My Music** source that your VOCO device is connected to (USB Drive, Computer, NAS), for any Artist, Album or Song matching that search phrase. It will then return a listing of any matching Artist's, Albums, or Songs.



The search feature of the VOCO Controller APP can also search Online Services included in the APP. To do this, do a voice or text search and when the APP returns any matching results, tap the icon on the far right of the results listings or **Long Press** the search result. A pop-up window will appear with the different Online Services that you can search for your Artist, Album or Song.



Volume Control:

There are many ways to control the volume of your VOCO device.

1. **Now Playing** screen – At the bottom of the **Now Playing** screen in the APP adjust the Volume Slider side to side to turn Volume up or down. Be sure the Zone you intend to control is selected.
2. **Zones** screen – Select the volume icon underneath a specific VOCO device on the Zones screen. A small pop-up window will appear. To adjust the volume simply use the slide.
3. Use Your Mobile Device Volume (*Android Users Only*) – With the VOCO Controller APP opened on your Android device, simply use the Volume buttons, typically on the side of an Android device.
4. Touch Panel on the top of VOCO *V-Spot and V-Amp Only* – Use the volume up and volume down buttons located on the top touch panel of the V-Spot or V-Amp.

Playlist Management:

The VOCO Controller APP allows you to create, manage, and stream playlists to your VOCO device.



Creating a Playlist:

There are two ways to create a playlist using the VOCO Controller APP.

1. **Create a New Playlist** - To Create a new playlist **Long Press** on any Artist, Album, or Song Listing and you will receive a pop-up window. Select the "Add to Playlist" option. Then select "New

playlist”, name the new playlist and select save. Long press an Artist or Album and add it as a playlist it will save all of the songs that are under that Artist or Album listing.

2. **Save Current Playlist as a New Playlist –**

- a. **For Smart Phone or iTouch APP:** In the Now Playing screen of the APP there is an icon in the upper right hand corner of the screen, and that is the “Current Playlist” icon. Tap on that and a slide out will appear with all the items that are currently in the queue to play. At the top of the slide out there will be a **Save** icon. Tap on the **Save** icon, you will receive a pop-up window, here you can name your playlist, and finally select **Ok** to save the playlist.



- b. **For Tablet APP:** In lower right hand corner of the Now Playing screen of the APP there is a **Save** button. Tap on the **Save** button and a pop-up window appear, here name your playlist, and finally select **Ok** to save the playlist.

** **Note:** Playlists are stored on the music server that is selected for your VOCO device. If the music source (server) is changed, only playlists saved on the newly selected music source will be available.*

Preset Management (V-Spot and V-Amp Only):



Any playlist available in the VOCO Controller APP can be assigned to a preset on V-Spot or V-Amp including internet radio stations saved as a playlist.

Set A Playlist as a Preset:

1. In the VOCO Controller select the V-Spot or V-Amp you wish to update and the intended music source.
2. Then, go to the Playlist gallery and **Long Press** on the playlist, select "Set as preset...", and select the preset number.

Set Internet Radio Station As Preset:



You can also set the presets on your V-Spot and V-Amp to Internet Radio Stations.

To do this:

Phone or iPod APP:

1. Using the VOCO APP, select the internet radio station you want to set as a preset and play it.
2. Go to the "Now Playing" screen of the APP and tap on the Playlist icon (3 small circles with 3 lines after them) In the upper right hand corner of the Now Playing screen.
3. In this pull out window select the **Save** icon.
4. Name the station as a playlist (probably just the name of the station)
5. Tap on the Playlist icon again and then select the Playlist Icon in the Content area of the APP with a **Long Press**.

6. After long pressing, a menu will come up with **Set as Preset**. Simply select the "Set as Preset" option and select which preset you want the station set to.

Tablet APP:

1. Using the VOCO APP, get the internet radio station playing to your V-Spot or V-Amp that you want to set as a preset.
2. Go to the "Now Playing" screen of the APP and tap on the **Save** button in the lower right hand corner.
3. A pop-up window will appear, here name this playlist (probably just the name of the station)
4. Then select the Playlist Icon in the Content area of the APP.
5. You should see the playlist listed in this screen, with the name you gave it. Press and hold on the playlist name and you will receive a pop up window. Simply select the "Set as Preset" option and select which preset you want the station set to.

Use the Preset Buttons on the V-Spot or V-Amp to Set a Preset:

You can also program presets using the buttons on the top of the V-Spot and V-Amp. To do This:

1. Play any playlist or online music station (will not work with YouTube).
2. Go over to the V-Spot and press and hold (2.5 seconds) any of the 1 – 5 preset buttons. You will notice that the preset button will blink 2 times quickly. You just now set it.

Synchronizing Zones:

Sync is a feature that allows users to play the same content, to multiple VOCO zones, at the same time.



Before syncing multiple VOCO devices there are a few tips:

- Synchronized Zones need to be using the same **My Music** source(server):
- The processing power of your server, Wi-Fi bandwidth, file type and other factors all impact Sync functionality including the number of devices you can sync and distance between devices.
 - Using an internal VMS server you can sync 2-3 devices
 - Using an external VMS server such as a PC, MAC, or NAS, you can sync 3-10 devices
 - Connecting to Ethernet will improve sync capability



To Sync your VOCO Devices follow these steps

1. Ensure the VOCO devices you are syncing, are using the same **My Music** source.
2. In the **Zones** screen of the APP, select a zone and tap on the **Sync** icon (2 arrows going in a circle.)
3. You will receive a pop-up window with all of the possible VOCO devices that you will be able to sync which are connected to the same music source. Tap on each zone that you would like to sync, then hit **Save**.



4. Wait a few moments and your VOCO devices will begin streaming the same music. The **Sync** icon will also be highlighted, for each Zone that is synced.

To Unsync your VOCO Devices:

1. In the **Zones** screen of the APP tap on the **Sync** icon (2 arrows going in a circle) that is highlighted under the name of your VOCO device.
2. Then tap on the Zones that you would like to unsync and select **Save**.
 - a. If you want to unsync all devices simply tap the **Unsync All** option.



Naming Your VOCO Device:

When completing the initial setup of a VOCO device, you will be asked to name your VOCO device, for example “Living Room V-Spot”. However in some cases you might want to rename your VOCO device. In this instance you can simply change the name in the Settings for that VOCO device.

To do this:

1. In the Zones screen of the VOCO Controller Phone APP, and in the lower right hand corner of the Tablet APP select the **Settings** icon (Gears Icon) and you will be taken to the **Zones Settings** screen.
2. Select the **Name Device** option.
3. A pop-up window will appear with the current name of your VOCO device. Simply change the name and select the **Save** option. Wait a few moments for the change to apply, and then the name of your VOCO device will be updated.



Forget All Zones:

The VOCO Controller APP stores the name of the VOCO devices that have been on the same network as your mobile device. For example, VOCO devices at your home and in your office may all show up in your VOCO Controller APP. Only the VOCO devices on the current network will show “Ready.” The other ones will say (**Offline**) in the **Zones** screen of the APP.

To clear the VOCO devices that are offline, scroll to the bottom of the **Zones** screen, and select the **Forget All Zones** option. This will clear all VOCO devices not accessible to the current selected network.

Long Press vs. Short Press:

The VOCO Controller APP utilizes both **Long Press** options, and **Short Press** options. A **Long Press** is holding down on a selection in the APP for 2 plus seconds where a **Short Press** is simply a Tap.

An example of this use in the APP would be in the Artist listings screen under content. After selecting or searching an artist you want to play, if you **Long Press** you will go to a search menu allowing the search of that artist through



various services. A **Short Press** will enumerate the songs from that artist available on the currently selected source (server). **VOCO management is considering the elimination of the Long Press due to confusion from iOS users.*

Languages Supported:

Currently VOCO supports English, Spanish, and German in the VOCO Controller APP. VOCO will continue to expand new languages in the future. To select a language for your Voice Search Setting do the following:

Tablet Application:

1. Select the settings icon (Gear Icon) in the lower right hand corner of your screen.
2. Select **System Settings**
3. Select **Voice Engine Settings**
4. Select **Select Language**
5. Then pick which language you would like to use for your Voice Search settings.

Phone and iPod Application

1. Scroll to the bottom of the **Zones** screen.
2. Select **Preferences**
3. Select **Voice Engine Settings**
4. Select **Select Language**
5. Then pick which language you would like to use for your Voice Search settings.

To change the settings of the Language throughout the application, you will need to locate the language settings on your mobile device and set the default language of your device to a supported VOCO language.

Help and Support:

For additional help and support you can visit the **Help** section of the VOCO Controller APP. This section has a number of How-To Videos, showing Users step by step instructions for a number of different features and functionality of VOCO. These include:

- Setup of your VOCO device using an iPhone, iTouch, or iPad
- Setup of your VOCO device using an Android phone or tablet
- Overview of how to use VOCO
- VOCO Computer Software Installation
- Playing online services
- Streaming YouTube
- Streaming music off your mobile device
- Creating playlists and setting them as presets



- Syncing zones.
- Changing Music Libraries/Source/Server
- Hotspot Configuration

To access these How-To videos, tap on the **Content** option at the top of the APP, and scroll to the bottom and select **Help**, then **How-To Videos**.

Please Note: The **Quick tips** in the **Help** section need to be updated, and we will be working to update those as soon as possible.

Common Errors:

VOCO Device Not Connected to a Network:

The **Green** LED light on the front of your VOCO device is blinking. In this case your Wi-Fi may have dropped or an Ethernet cable may be unplugged. It is also possible to have a solid **Amber** light indicating an Ethernet connection and yet no network available showing the Blinking **Green** LED. Check your network using another device by opening a browser on your computer or phone.



My Music Server Unavailable:

Often a VOCO device using a computer as the **My Music Source** (server) loses connection to the computer as it is shut off. The Blue Light will blink indicating that the server connection has been lost and a new server must be selected. Select a new **My Music** source by tapping on the **My Music** tab located in the **Zones** screen of the application. A Source (server) must be selected to play local content or internet services.



When you have lost connection to a server, your VOCO device will have a solid **Green** light, and a blinking Blue light on the front.

Solid Green on VOCO device but device shows Offline on the APP:

This situation can happen when your handset or tablet has inadvertently connected to a different network in your home when you have multiple networks or SSID's. Check to see that your Mobile device is connected to the same network as your VOCO device.

In certain cases, there are routers which fail to pass information timely to your Mobile device because they are not using standard protocols. In these rare cases, you can connect directly to the VOCO HotSpot on the VOCO device or you may turn on/off your Wi-Fi in the settings of your mobile device to initiate a refresh of the signal. Occasionally, home routers need to be rebooted to function properly.

Online Services Not Available:

If you select **Online Services** in the content area of the VOCO Controller APP and a pop-up window asks you to register for a free myvoco.net account then you need to either:



1. Register for a free myvoco.net account
2. If you have already registered for an account select the **Setup your account** option and then choose the **Log-In to Account** option.

If you select **Online Services** in the content area of the VOCO Controller APP, there are three options:

1. **Myvoco.net account:** emailaddress@somewebsite.com
2. **This zone has not been configured for.....**
3. **Dis-associate V-Device**

A VOCO device must be associated with your account to retrieve your account information. To Associate the VOCO device, select the **This zone has not been configured for.....** option. You will receive a pop-up window asking you if you want to **Associate** your VOCO device to your myvoco.net account, simply select the **Associate** option.

If your myvoco.net account is setup and your VOCO device is **associated** with your myvoco.net account, and you are unable to get online services to populate the Online services screen, check the status of the **Online Services** text in the upper right hand corner of the APP. The different colors will indicate the status:

- **Red** = Handset NOT connected AND Zone NOT connected
- **Yellow** = Handset IS connected AND Zone NOT connected
- **Purple** = Handset NOT connected AND Zone IS connected
- **Green** = Handset IS connected AND zone IS connected

Troubleshooting:

- Wi-Fi setup issues
 - **VOCO_CONFIG_00....** network not showing up for Apple device
 - Turn WIFI setting on Apple device OFF then ON again
 - Reset the VOCO device.
 - Device does not connect to available network
 - Move VOCO device closer to access point
 - Restart VOCO device
- Online services not showing up
 - Verify that “online services” on gallery is green
 - If red, wait until green
 - If green and services not showing up, make sure zone is associated
 - If problem persists, reboot
 - Verify that zone has a music server selected
 - If server gets deselected, local media and online services no longer work
 - A server must be selected whether internal or external
- VOCO device no longer connects to Wi-Fi network after reboot
 - Verify that the router is still producing a signal with phone/tablet
 - Move VOCO device closer to access point
 - Check that the access point SSID and password have not changed

- Use the same VOCO device and router/dongle for all demos
- ***“Oops! As Dr. Suess said: ‘No-one is yourer than you’”*** message
 - Make sure your account is associated with the zone
 - scroll to bottom of online services tab and select associate
- Connection keeps dropping or seems sluggish
 - Move VOCO device closer to access point
 - Check that only a few users are on the same access point (built in or router/dongle)
 - Multiple users using travel router or dongle can bog down performance, causing disconnects from the VOCO device
 - Consider connecting a speed test of your network to see if there is adequate bandwidth.
- Online Services that need logins:
 - Pandora
 - Spotify (Premium Account Needed)
 - Murfie

VOCO Device Back Panels:

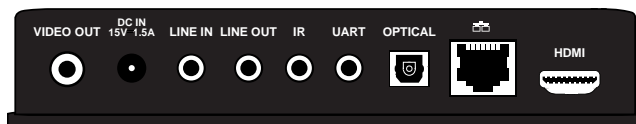
V-Spot:



The back of the V-Spot has the following Inputs and Outputs:

- RCA Audio In and Audio Out
- HDMI and Component Video Out
- Digital Optical Audio Out
- Coaxial Audio Out
- 2.0 USB Port (Front and Back)
- Ethernet Port

V-Pack



The back of the V-Pack has the following Inputs and Outputs:

- Audio In and Audio Out
- HDMI and Component Video Out

- Digital Optical Audio Out
- Ethernet Port

V-Zone+:



The back of the V-Zone+ has the following Inputs and Outputs:

- AV Audio Out
- HDMI and Component Video Out
- Digital Optical Audio Out
- Ethernet Port
- Antenna Port

V-Zone:



The back of the V-Zone+ has the following Inputs and Outputs:

- AV Audio Out
- Digital Optical Audio Out
- Ethernet Port
- Antenna Port

Additional Assistance:

If you need support when reviewing your VOCO Product you can contact us at:

Phone: 888-879-VOCO (8626) or (952) 856-4346

Email: support@myvoco.com

VOCO has forums available for complex technical integrations or questions

Forums Website: <http://forums.myvoco.com/>