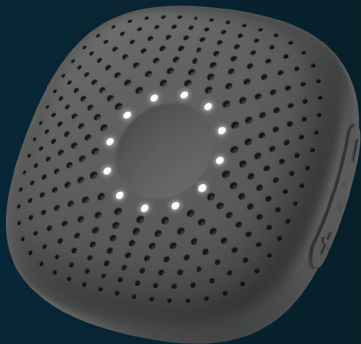


relay<sup>+</sup>



## Welcome to Relay+

Relay+ is a screen-free communications and safety solution. It's a simple device on the outside with powerful technology on the inside.

Relay+ 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.
- You will need a method of payment to set up billing for the monthly service charges.

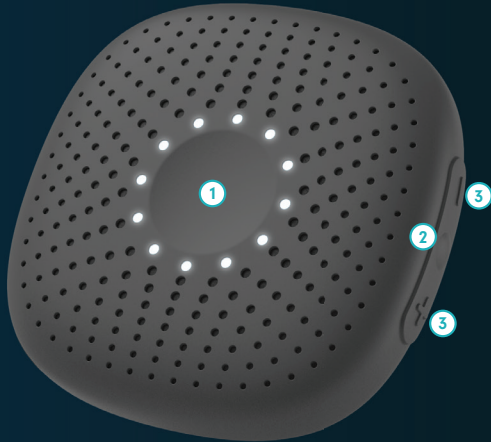
### Activation

- Download the Relay app from the Apple Store or Google Play Store.
- Follow the step-by-step instructions in the Relay app.
- Follow the audio cues from the Relay device.

Need help with activation?

[relaygo.com/setup](https://relaygo.com/setup)

## Device



### 1 Talk button

- Press and hold to talk.
- Press five times to activate an SOS alert.

### 2 Assistant button

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

### 3 Volume buttons (+ and -)

- Hold volume + for 3 seconds to power on. Hold for 5 seconds to power off the device.
- Quick press volume + or - to increase or decrease volume. The LED light will show the current volume level in a circular pattern.

## Charging your device

Your Relay can be charged in two ways

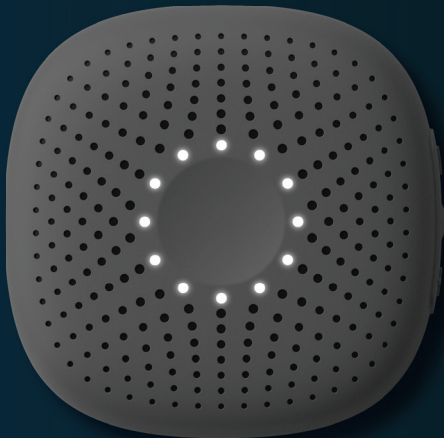
1. The included USB-C wall charger
2. Wireless charging using the Qi standard  
Relay will make an audible sound when positioned correctly on the charging pad.

### Please note

Wireless charging dock sold separately



## LED lights



The LED ring tells you information about Relay+.

### **Activating**

Circling rainbow light.

### **Volume levels**

White light shows current volume level when using volume button.

### **Talking**

LED color varies by channel.

### **Missed messages**

Flashing green light.

### **Battery life**

Quick press the talk button. The partial light represents the battery percentage.

### **Battery life less than 20%**

Flashing red light.

### **Charging**

Solid white light (powered on), solid red light (powered off).

[Need help with your device?](https://relaygo.com/welcome-device)

[relaygo.com/welcome-device](https://relaygo.com/welcome-device)

## Chats, channels and features



### Direct Chats

- These one-on-one chats are automatically set up for everyone on your account. Whether you use a Relay device or the app, you'll be able to talk to all other Relays and apps on your account via Direct Chats.
- If both users are in the same Direct Chat, messages will be played aloud in real-time. If both users are not active on the same Direct Chat when a message is sent, the message will be saved as a Missed Message.
- You can leave Missed Messages for any Direct Chat, whether you are using a Relay device or the smartphone app.

[Learn more about missed messages](#)

[relaygo.com/welcome-messages](https://relaygo.com/welcome-messages)

## Group Chats

- Chats that include multiple users (can include those on any account).
- Everyone group chat includes every user on your account (Relay devices and Relay apps).
- Everyone group chat is the only chat that will “force switch” each user on the account onto that group chat when used - this ensures real time communication.

## Channels

- Fun features that can be enabled for your Relay device within the Relay app.
- If you have multiple Relay devices, you can enable different sets of channels on each device for a custom experience.

[Learn more about chats and channels](https://relaygo.com/welcome-channels)  
[relaygo.com/welcome-channels](https://relaygo.com/welcome-channels)

## Safety Features

### GPS location tracking

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

### Geofencing

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

### SOS emergency feature

- Relay is able to send an emergency alert to the Relay app by pressing the talk button five times and following the on device instructions.

## Relay assistant

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

### Example Commands:

- "John" to take you to the direct chat with John.
- "Everyone" to take you to the Everyone group chat.
- "Translate" to take you to the enabled translate channel.
- "Weather, Time and Battery" to hear the forecast, current time and battery level.

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

[Learn more about Relay assistant and voice commands](#)

[relaygo.com/welcome-assistant](https://relaygo.com/welcome-assistant)

## Relay app



- Communicate with other Relays on the account.
- See location information for each Relay device on the account.
- Manage the Relay device settings.
- Enable location and SOS
- Manage channels
- Set up and manage WiFi
- Check and update software for Relay devices on the account.
- Check battery level of Relay devices.
- View FCC ID for device.
  1. From the Home screen, select the Relay device from the "Direct Chats" section
  2. Select "Settings" (top right)
  3. Select "About" to view key information about your Relay including the FCC ID

Learn more about the Relay app  
[relaygo.com/welcome-app](https://relaygo.com/welcome-app)



# Support

We're constantly making updates to Relay + and the app based on feedback from customers like you.

You can stay informed by checking the News & Updates section of the app – just tap the bell icon in the bottom navigation of your Relay app.

## App

Tap the  in the upper right hand corner

## Email

[support@relaygo.com](mailto:support@relaygo.com)

## Web

[relaygo.com/contact-us](https://relaygo.com/contact-us)

[relaygo.com](https://relaygo.com)