

# “VOCO”

User Manual

*Consumer Beta 1.0*



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# Welcome to the Voco Beta Test

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We are very excited that you have agreed to participate in our Consumer Beta test group, and look forward to receiving your **candid** feedback on your VOCO experience.

If you have not done so already, please go to [www.myvoco.com](http://www.myvoco.com) to get an overview of the product. You can also watch a video if you click on the 'See the Power of VOCO' box.

## What is the purpose of a Beta Test?

There are 3 main concentrated areas Navvo is focusing on to obtain beneficial information and feedback.

1. How intuitive and user friendly the installation and set-up process.
2. Any major core function Bugs remaining we might have missed.
3. Your ideas and feedback on how to enhance the VOCO Media System?

**In this guide, you will find answers to the following:**

1. What Is The Testing Process?
2. What are the System Requirements?
3. What Should I Find In The Box?
4. How Do I Install VOCO?
5. How Do I Use VOCO?
6. How Do I Customize VOCO?
7. How Do I Provide Feedback?
8. How Can I Get Help?

**Thank you in advance for your time and energy in helping to make VOCO a great product.**

## CRITICAL NOTES BEFORE YOU GET STARTED

1. Only install the Voco Media System on one PC or Laptop in your home.
2. This Beta Test is designed to support up to 7,500 songs.
3. If you have more than 7,500 songs on your PC, you must create a new music folder whose songs are limited to 7,500 songs. When prompted to select your music directory during setup, please select this file to be scanned.
4. The Voco Media supports the following file types. Please make sure that every file in your newmusic folder is one of these file types.
  - a. WAV (up to 48Khz sample rate 16 bits)
  - b. MP3
  - c. AAC (unprotected)
  - d. WMA (unprotected - CBR, VBR, and Lossless)
  - e. AIFF, Apple Lossless, MP2, FLAC, Monkey's Audio, MusePack, Ogg Vorbis are supported using Extra Software for Conversion to WAV format.

### What's in my Beta Box?

You should find the following:

1. 1 Voice Commander
2. 1 Vzone Player
3. 2 Power Cords
4. 1 CD Rom
5. 1 R/L Patch cord
6. 1 splitter
7. 1 battery

### What are the minimum hardware requirements?

#### Network Requirements:

- Ethernet network interface connection or DSL/Cable Modem or Lan based, High Speed Internet connection
- Wireless Access Point in your Home

#### System Requirements:

- 500 MHz processor or better
- 256 MB Ram

#### Compatible Operating Systems:

- Windows XP
- Windows Vista

#### Other:

- Your music collection resident on your PC

## What are my commitments and expectations?

- Each Beta tester is responsible to completing the user-environment & hardware profile and signing the Non-Disclosure agreement before testing can begin.
- You must spend 4-6 hours per week for 3 weeks as a Voco Beta Tester.
  - **66% of your time** should be spent using Voco. This time can be spent searching and listening to music, getting your scores or reading the news.
  - **33% of your time** should be spent providing feedback. You must log bugs in a very detailed way (see “How to Log an Effective Bug” section below), offering suggestions and asking questions on our Voco Beta Site listed in the next section.
- **Feedback. Feedback. Feedback.** Your feedback is crucial and will help better position our product as we look to launch in the near future.

## How to get registered as a Beta Tester.

To to the Voco Beta Site and use the following link:

<http://navvo.custhelp.com> .

Please save this link in your favorites section of your PC. This will bring you to the login screen.

1. Once here you want to click the “Create a new account” tab on the left hand side.
2. Please fill out all the password information and highlighted boxes as the information is required.
3. When finished click on Create Account and your account will be created for you. You will be sent an email confirmation on the email you provided creating your account.
4. Every time you go to the Voco Beta Site, you will need to login before starting a session.

## How you can be a good Beta tester.

There are 3 ways that you can be a great and interactive and Impactful Beta tester.

**Ask questions.** The more questions we receive the more it helps Navvo to understand where we can improve. The questions you ask will help us understand what elements are not clear and, in doing so, will help us create effective and helpful FAQs (Frequently Asked Questions)

**Example:** *What can I say when asking the VOCO Media System to play specific music?*

**Give us your ideas and suggestions.** We have not cornered the market on all great ideas. It will be your feedback that leads Navvo to more VOCO feature enhancements increasing its desirability in the marketplace.

**Example:** *I play in 3 Fantasy Football leagues. I would like it if Box Scores were added games scores to allow me to check individual player stats.*

**Bugs. Bugs. Bugs.** Log **any and all** system bugs you encounter with the VOCO Media System.

This is **THE MOST IMPORTANT** element of your job as a beta tester. We want Voco to be the best that it can be and, only with your diligent and detailed logging of bugs, can we make sure that Voco is ready for market.

## How to Log an Effective Bug

It is very important that you are **very, very, very specific** when logging a bug.

**We need to know everything** about the situation that led up to your bug experience.

**Example of a Good Bug Log:** *“I was playing a song through my VZone in the living room. While the song was playing, I asked for a sports score. I got the sports score and, while the screen was still on the sports score, I asked to play the album “Rumors” by Fleetwood Mac. The first song on the album started to play, but my screen locked up and I couldn’t do any more transactions. I had to pull the battery out of the Voice Commander and reboot it. Once it rebooted, everything seemed to be working fine.”*

**Note:** If possible, prior to logging the bug, try and reproduce the situation. That means, try and go through the exact steps prior to your experiencing the bug.

On the beta test website, when you log a bug, it will ask you if you could or couldn’t reproduce it.

**Don’t worry; if you weren’t able to reproduce the bug, we still want you to log the bug.**

# Install Guide

## Install the Software

Insert the VOCO System Setup CD-ROM into your computer and follow the prompts to install the VOCO Media System software

### 1. Opening Screen



### 2. Welcome



### 3. End-User License Agreement



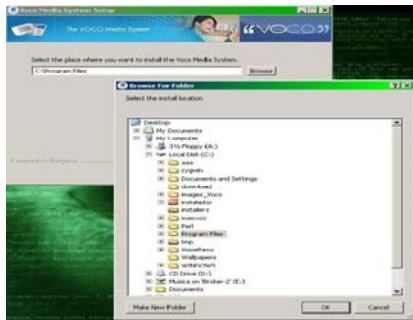
The End User License Agreement is not required during Beta Testing. As a result, please accept the “terms” regardless to continue with the installation process.

### 4. Location Directory



If you would like it to be installed in C:\Program Files\Voco Media System, please click “Next” If this is not the location you prefer, please type in manually the location that you would like the Voco Media System Installed. OR click “Browse” to find the location.

### 5. Browse for Install Destination Folder



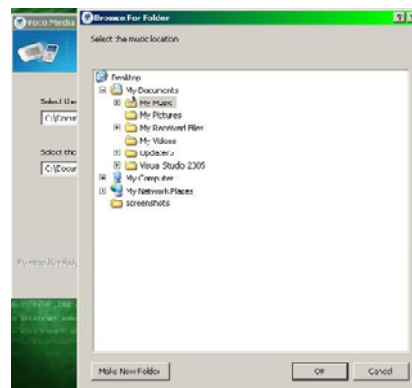
### 7. Manually Type in Your Folder Names



### 6. Choosing Your Music Folder



### 8. Or Browse for your Music Folder



The Voco Media System only allows you to choose one folder for your music and one folder for your playlists.

If you have music stored in multiple folders in multiple locations, you must organize all of your music files and folders into a single folder. You may have as many files and subfolders in the main folders as you like.

Please make this change prior to selecting your music and playlist folders.

### 9. Components to be Installed





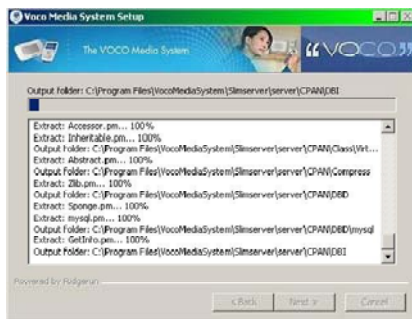
The advanced Setup will allow you to pick and choose which components of the Voco Media System you would like installed.

### 10. The Advanced Setup



Although the Voco Media System allows you to choose which components are to be installed, you must install all components in order for the Voco Media System to work properly.

### 11. The Install File View



### 12. Congratulations!



### 13. Post PC Restart Information



### 14. Post PC Restart Information

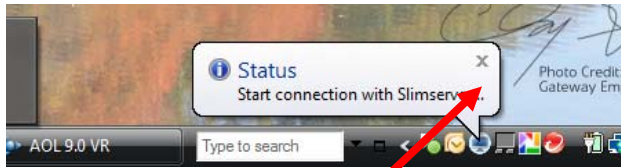


### 15. Please restart your PC now.



## Scanning your Music Collection

Once your PC has restarted and you have logged into your PC, the Voco Media System should automatically start.



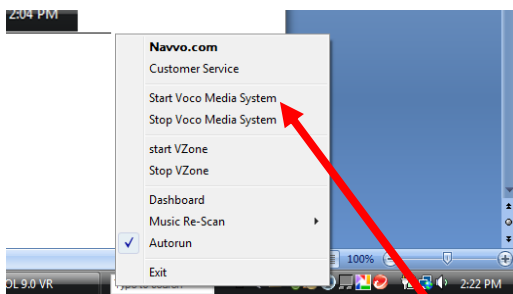
**MESSAGING BUBBLE**

You will know this because you will see messaging bubbles in the bottom icon tray on your PC screen.

If you do not see the message bubbles right click on the Voco Media System icon in the lower tray of your PC Screen.

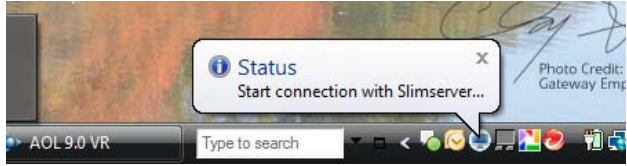


**VOCO MEDIA SYSTEM ICON**

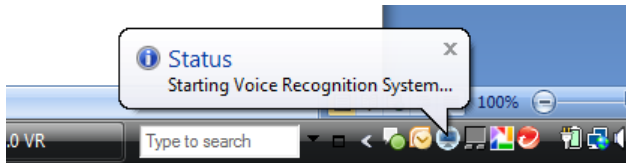


**SELECT "START VOCO MEDIA SYSTEM" OPTION**

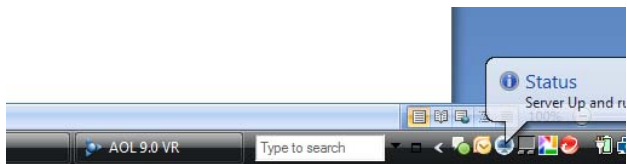
The Voco Media System will begin preparing to scan your music collection.



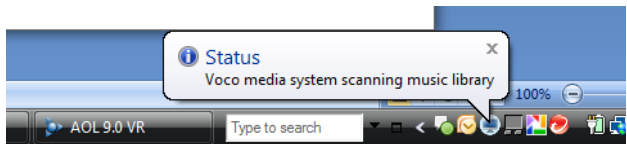
**The first message bubble:** “Start connection with Slimserver”.



**The second message bubble:** “Starting Voice Recognition System”



**The third message bubble:** “Server Up and Running”



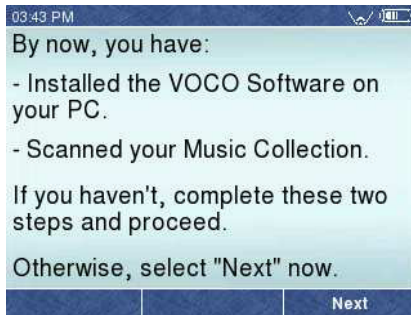
**The fourth message bubble:** “Voco Media System Scanning Music Library”

**NOTE: This message bubble will continuously appear during the music scanning process. This may take a while depending on the size of your music library.**

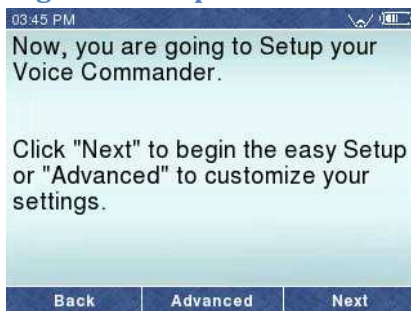
**Once the bubble no longer appears, you may begin setting up your Voice Commander and VZone Player (if you bought one).**

# Voice Commander Setup

## 1. Your Checklist



## 2. Begin the Setup

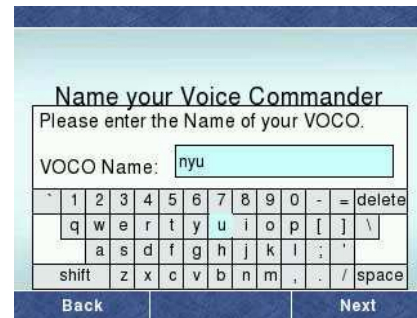


## 3. Name Your Voice Commander



If you want to create a unique name for your Voice Commander, select "Create".

## 4. Create a Custom Name

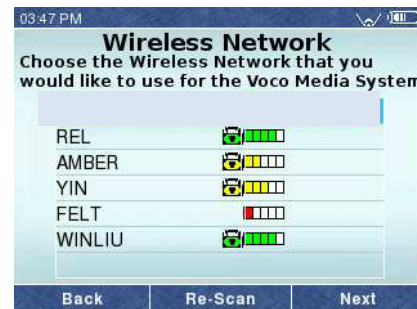


Use this keypad to create your name for the Voice Commander. After you are finished typing, select "Next".

## 5. Confirm Your Name

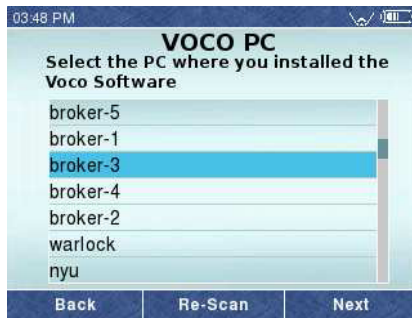


## 6. Choose Your Network

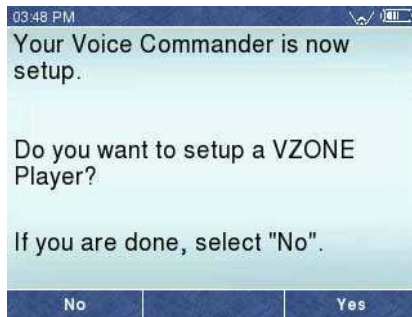


If the network has green bars, those have the strongest Wi-Fi signal. If you see a "lock" graphic, which means that it is a secured network.

**7. Choose the PC onto which you installed the Voco Software**



**8. Setup of the Voice Commander is Complete.**

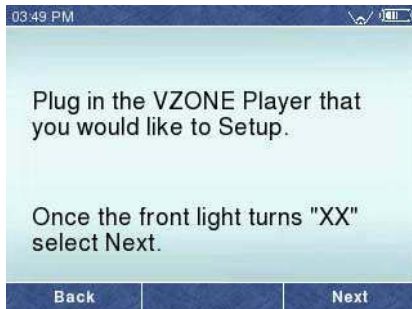


If you did not purchase a VZone Player, please select "No" and your setup will be complete.



# Vzone Player Setup

## 1. Plug in Your VZone Player

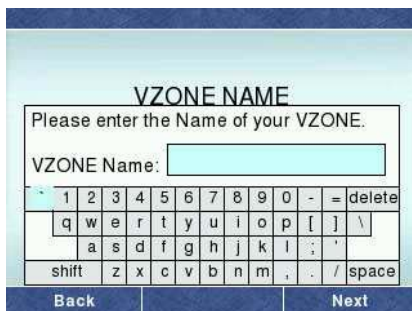


## 2. Name Your VZone Player

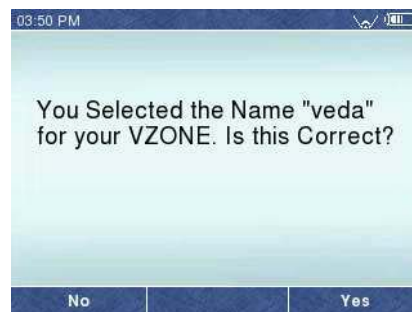


If you would like to create a custom name, select "Create".

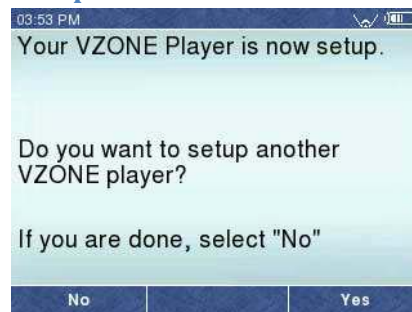
## 3. Create Your Custom Name



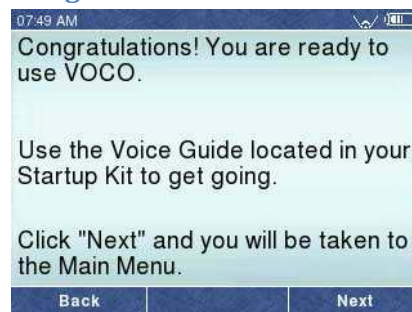
## 4. Confirm Your VZone Name



## 5. Setup for an Additional VZone



## 6. Congratulations!



# Installation Troubleshooting

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This could be caused by a variety of different things. We'll start with some basics. Media Verify the following is true. Your wireless network is running (connect with your PC), you know what security settings you use on your wireless system and have the security key if security is turned on Your PC with the Voco Media System is running (Voco Media System has a tray icon " " that you should see on the bottom right corner of your Windows PC That the installation and scanning steps are complete on your system! The VMS will not connect or operate successfully if the scanning after installation has not completed your battery has at least a 50% charge. Low battery sometime affects Wi-Fi performance.

## 7 Installation FAQ's

**Q1:** Does VOCO work on Windows Vista?

**A1:** For this beta version, VOCO does not work on Windows Vista. But for final product release it will. VOCO works on Windows 98 to Windows XP.

**Q2:** I cannot connect VOCO or the VOCO system to my wireless WiFi network. What can be done to troubleshoot this?

**A2:** This could be caused by a variety of different things. We'll start with some basics.

Verify that the following is true:

- Your wireless network is running (connect with your PC), you know what security settings you use on your wireless system and have the security key if security is turned on
- Your PC with the VocoMedia System is running (Voco Media System has a tray icon " " that you should see on the bottom right corner of your Windows PC
- That the installation and scanning steps are complete on your system! The VMS will not connect or operate successfully if the scanning after installation has not completed
- Your battery has at least a 50% charge. Low battery sometime affects wi-fi performance



**Q3:** When do I need to factory reset my Voice Commander and VZone?

**A3:** The factory reset button needs to be pressed on the back of the VC and VZone each time you configure your devices to a new PC and/or wireless router. Please use a paper clip to execute.

**Q4:** What audio formats are supported on the VOCO?

**A4:** The VOCO can play:

- WAV (up to 48Khz sample rate 16 bits)
- MP3
- AAC (unprotected)
- WMA (unprotected - CBR, VBR, and Lossless)
- AIFF, Apple Lossless, MP2, FLAC, Monkey's Audio, MusePack, Ogg Vorbis are supported using Extra Software for Conversion to WAV format.

**Q5:** How many Vzone players can I have on one system?

**A5:** Final release product will allow the user to have up to 10 individual Vzone Players throughout your home. All of which can all play the same audio simultaneously and up to 10 different audio streams at the same time.

**Q6:** Can I have two (2) different systems in my home?

**A6:** Yes. You will need to have two computer and can be viewed as an individual experience.

**Q7:** What should I do if my Voice Commander says Connection to network failed?

**A7:** Hit retry as prompted by the system. If you cannot connect after that, please repeat the Voco Commander Set-up instructions here

# Hardware Overview

With VOCO, you will use the power of your voice, along with navigational buttons to access your casual content.

## Navigational Overview

**Push to talk:** Push this button to submit your request to the VOCO.

**Soft Keys:** Allow you to select specific VOCO tabbed requests.

**Volume control:** Controls volume up or down for the VOCO.

**Left and Right Navigation (on 4-way Navigation):** Allows you to move backwards and forwards to previous screens.

**Select:** Allows you to manually select on a specific song, stock, score, and more.

**Play/Pause:** You can use this key as well as select to play a song.

**Previous/Next Song:** You can manually go to the previous or the next song in your playlist.

**VZone Management:** You can sync/unsync and setup additional Vzone players.

**Headset Jack:** Allows you to listen to music through the Voice Commander.



# What Voco Can Do



Voco plays music through your PC Speakers or streams it to any Vzone Player



Voco displays information on the Voice Commander for 5 "Agents".

## Search or Play Music:

- By Artist
- By Album
- By Song
- By Genre
- By Playlist

## Or a Mixture of Search Elements:

- *"Play my country songs"*
- *"Show me my Jazz albums"*
- *"Show me albums by The Go-Go's"*
- *"Play my Rock Albums"*
- *"Show me my Alternative Artists"*

**Weather:** Get today's weather and the 5-day forecast for 750 U.S. cities.

**Sports:** Get scores and schedules for the NBA, NFL, MLB and NHL.

**Stocks :** Get the 15-minute delay price for Top U.S. stocks, the S&P 500, NASDAQ, Dow Jones and AmEx.

**Horoscopes:** Get your daily horoscope.

**News:** Get current news stories for the US, International, Sports, Politics, Business, Entertainment, Technology, Strange, and Health.

## What Can I Say?



One of the great benefits of Voco is the fact that you don't have to use scripted phrases to be understood.

However, using a general structure to your sentences will help improve your recognition rate.

**The more information that you give Voco, the better understood you will be.**

- Say the full song or album name.
- Say the artist name when asking for a song or album. (*"Play the album Rumours by the artist Fleetwood Mac"*)
- Say the full company name when asking for a stock price. (*"What is the stock price for Apple Computer"*).

These are just a few examples of how to feed information to Voco.

**Keep in mind, "The more, the better."**



### Play Music

- Play the **artist** \_\_\_\_\_.
- Play the **album** \_\_\_\_\_.
- Play the **song** \_\_\_\_\_.
- Play the **playlist** \_\_\_\_\_.
- Play my **rock songs**.
- Play my **country albums**.
- Play some **jazz music**.

### Browse Music

- Show me my **songs**.
- Show me my **rock songs**.
- Show me **songs** by the artist \_\_\_\_\_.
- Show me my **albums**.
- Show me my **rock albums**.
- Show me **albums** by the artist \_\_\_\_\_.
- Show me my **playlists**.



## Weather

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- What is **today's** weather for \_\_\_\_\_.
- What is the weather **forecast** for \_\_\_\_\_.

### With Dashboard Personalization

- What is **today's forecast**?
- What is the **weather forecast**?



## Stocks

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- What is the **stock price** for \_\_\_\_\_.
- How is the **NASDAQ** doing?
- How is the **S&P 500** doing?
- How is the \_\_\_\_\_ doing?

### With Dashboard Personalization

- How are my **stocks** doing?



## Horoscope

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- What is the **horoscope** for **Cancer**?
- What is the **horoscope for June 23rd**?
- Show me the **zodiac signs**.

### With Dashboard Personalization

- What is **my horoscope**?



## Sports

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- What was the **score** of the **Minnesota Twins** game?
- What is the **schedule** for the **Seattle Seahawks**?
- When is the **next game** for the **New England Patriots**?
- What were the **football scores**?

### With Dashboard Personalization

- Show me **my scores**.



## News

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- Show me the **top headlines**.
- Show me the **entertainment** headlines.
- Show me the **news categories**.

### With Dashboard Personalization

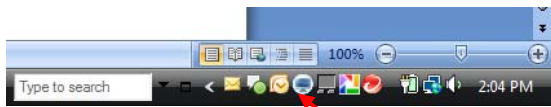
- Show me **my news**.

# The Dashboard

In the Dashboard, you can control all aspects of your Voco Media System:

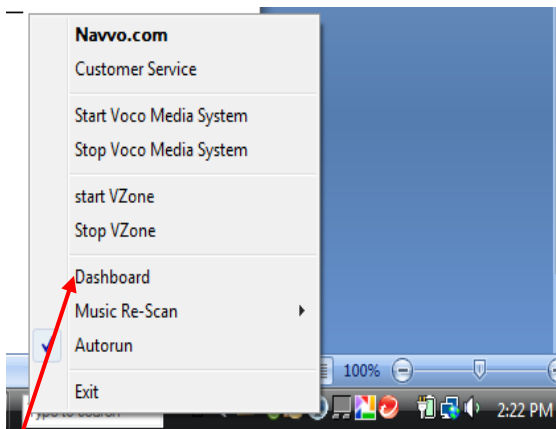
- Your music and playlists;
- Your personal settings for the agents like your favorite sports teams;
- Your mail and notification from the Voco Support Team and,
- General settings for the overall system.

## Accessing the Dashboard

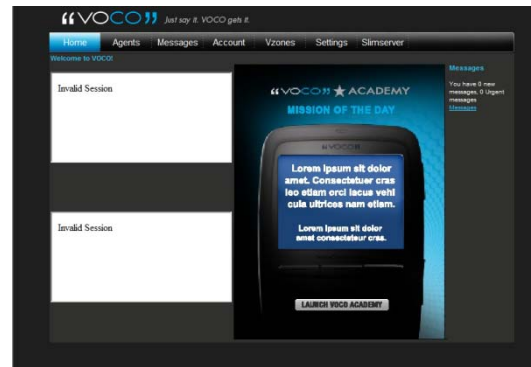


### THE VOCO MEDIA SYSTEM TRAY ICON

To access the Dashboard, right click on the Voco Media System Icon on the PC onto which you installed the Voco Media System.



SELECT "DASHBOARD".



On your web browser, the Voco Media System Dashboard will appear.

## Setting Agent Preferences

Using the Agent Preferences feature with Voco will allow you to ask for things that are personalized just for you. Rather than having to specify what you want, setting preferences makes it even easier to get what you want—faster.

**Set your Horoscope:** Once you designate your horoscope, you can ask Voco “What’s my horoscope?”

**Set your Favorite Sports Teams:** “Show me my Sports Scores.”

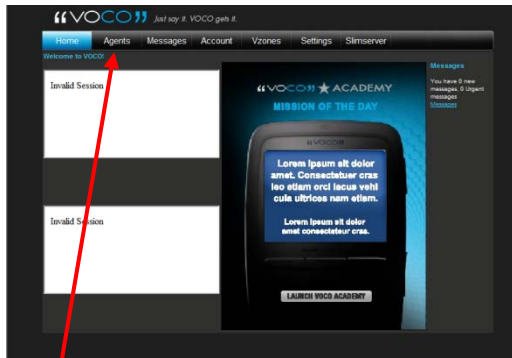
**Set your favorite News Categories:** “Show me my headlines.”

**Create your Stock List:** “How are my stocks doing?”

**Select your favorite playlist:** “Play my music.”

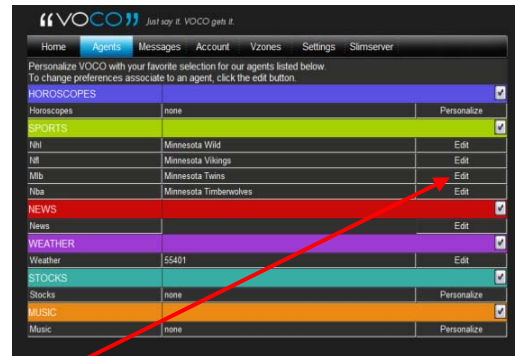
**Designate your Zip Code:** “What the forecast?”

## Accessing the Agent Preferences



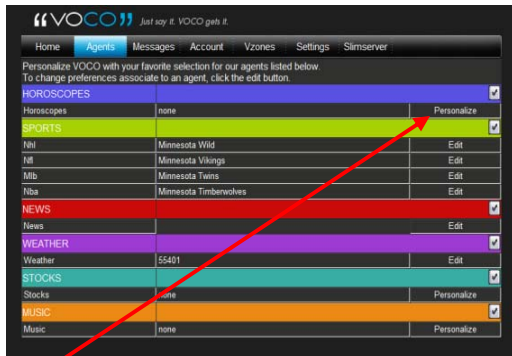
### AGENTS

To access the Agent Preferences Menu, click “Agents”.



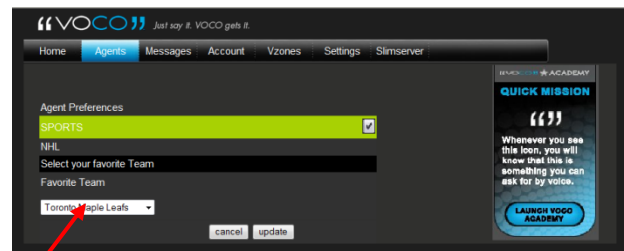
If you have already set a personal preference for an agent and would like to change it, select “Edit”.

## The Agent Preference Menu



If you have not done so and would like to set a personal preference for an agent, please click “Personalize”.

## Setting an Agent Preference



Using Sports as an example: Use the drop down menu to find the team that you would like to use as your personal preference.



Once you have chosen your team, select “Update”

# Manage and Sync Zones on Your Voice Commander



- 1 This shows you the zone name that you associated with the Voice Commander or this particular VZone Player.

**NOTE:** For this round of beta testing, we can only show the IP Address associated with the particular Zone.



- 2 This shows you what zone might be synced with this particular zone.
- 3 This shows you what song is playing on this particular zone or group of synched zones.
- 4 This allows you to scroll between zones.

**NOTE:** To change the active zone, scroll to the zone and select "Done".

When the VZone Button is engaged on the Voice Commander, the screen will present you information about the current active zone.

An active zone is a single location or multiple synched locations where your music requests are played.



## Synch Zones



In order to synch zones together, scroll to the zone to which you want to synch other zones.

After pressing the “sync” button, you will be presented with all options for synching. Select the option you would like and select “Close”.

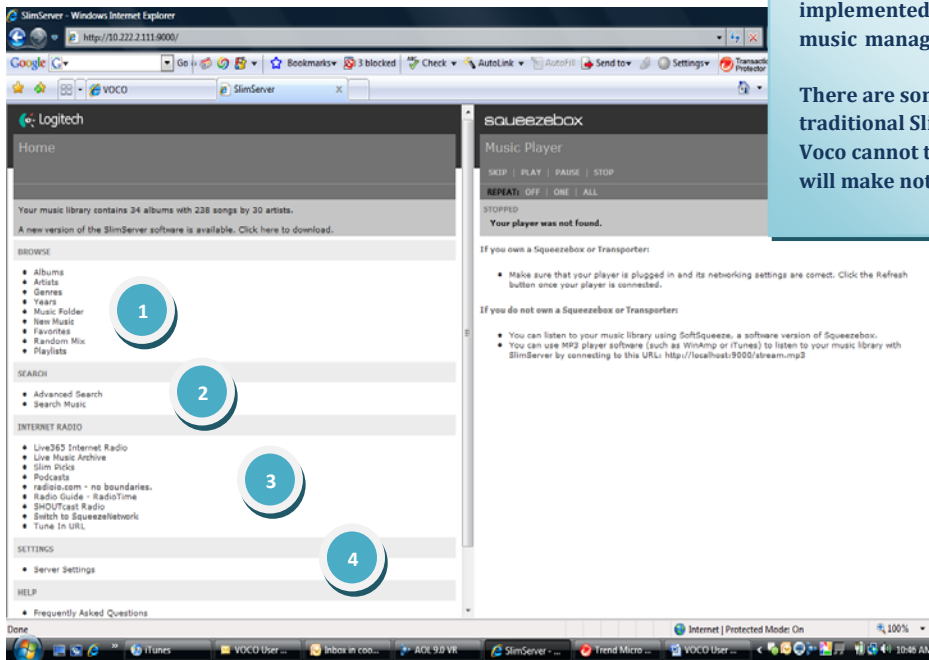


**NOTE:** If the Patio had already been synched with a zone, the option to unsync those zones would have also been presented.

# SlimServer

## The SlimServer Music Interface

is located within the Dashboard—you can access it by clicking the far right tab at the top of the Dashboard Screen.



For our Beta testing, we will be using the traditional SlimServer Music Interface. For launch, we will have implemented our own and unique music management interface.

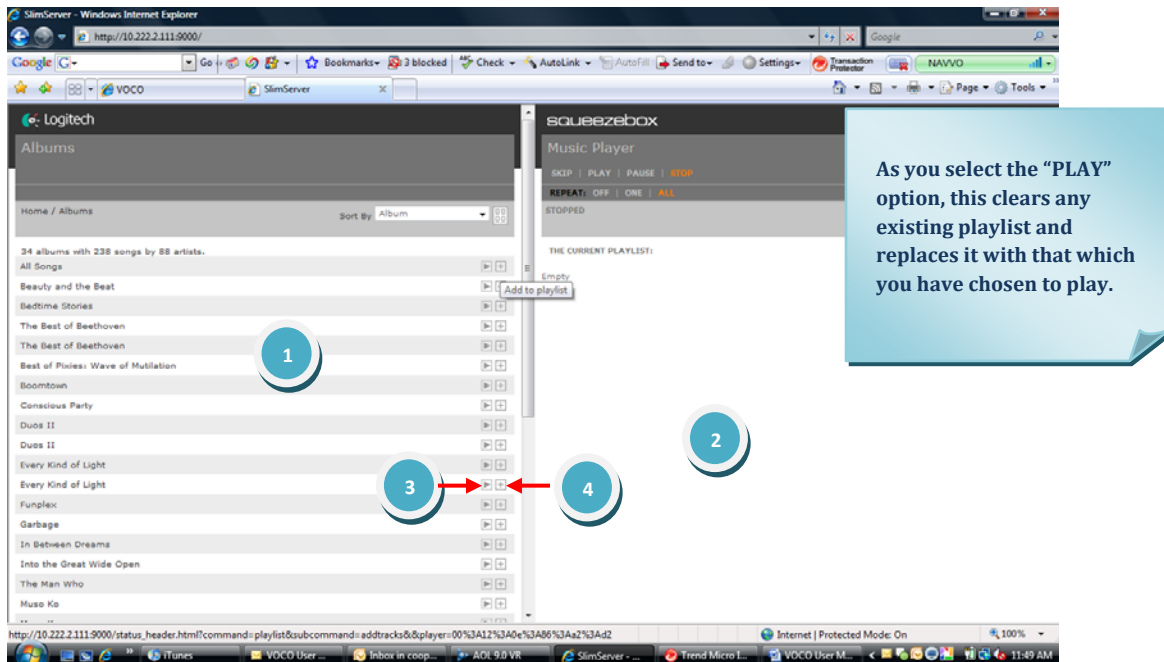
There are some features of the traditional SlimServer interface that Voco cannot take advantage of, but we will make note of those.

**1 Browse:** This allows you to browse your music collection. On the Voice Commander, you may ask for Albums, Artists, Genres, Songs and Playlists. Voco and the Voice Commander do not support Years, New Music, Favorites and Random Mix.

**2 Search:** This section is not supported by Voco or the Voice Commander.

**3 Internet Radio:** Voco and the Voice Commander do not currently support internet radio.

**4 Settings:** With the temporary music management interface, the syncing and un syncing of your V-Zones will occur in this section. We will get into greater detail later in this section



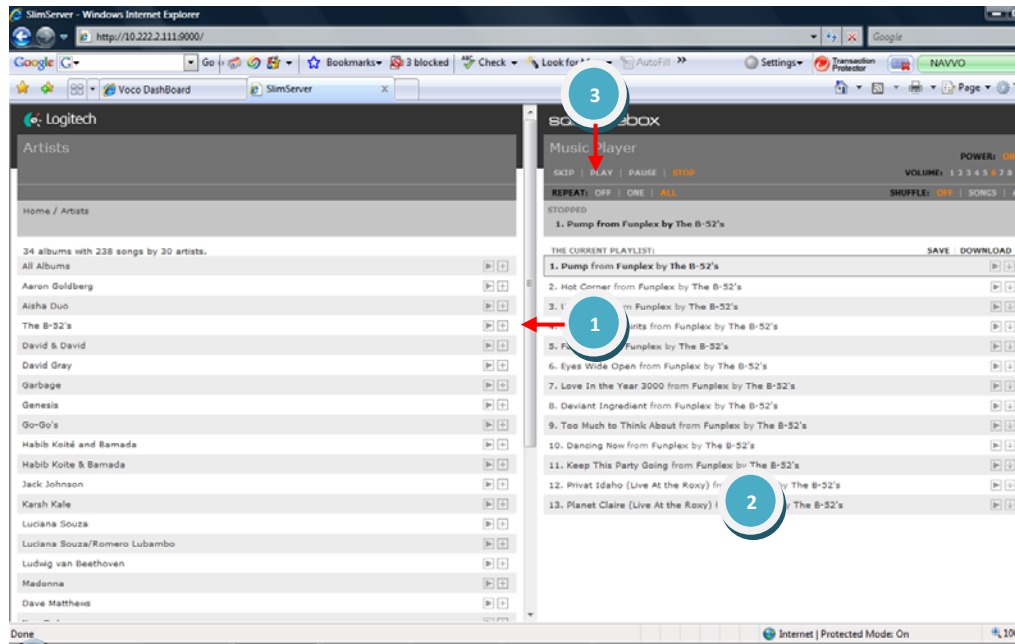
**1 Music Library Window:** As you choose artist, album, song or other options on the Main Menu, your selection will be presented in this area.

**2 Playlist Window:** As you play or add songs to your playlist queue, it will be displayed in this area.

**3 Play:** Immediately play the particular song, album, artist, genre or playlist.

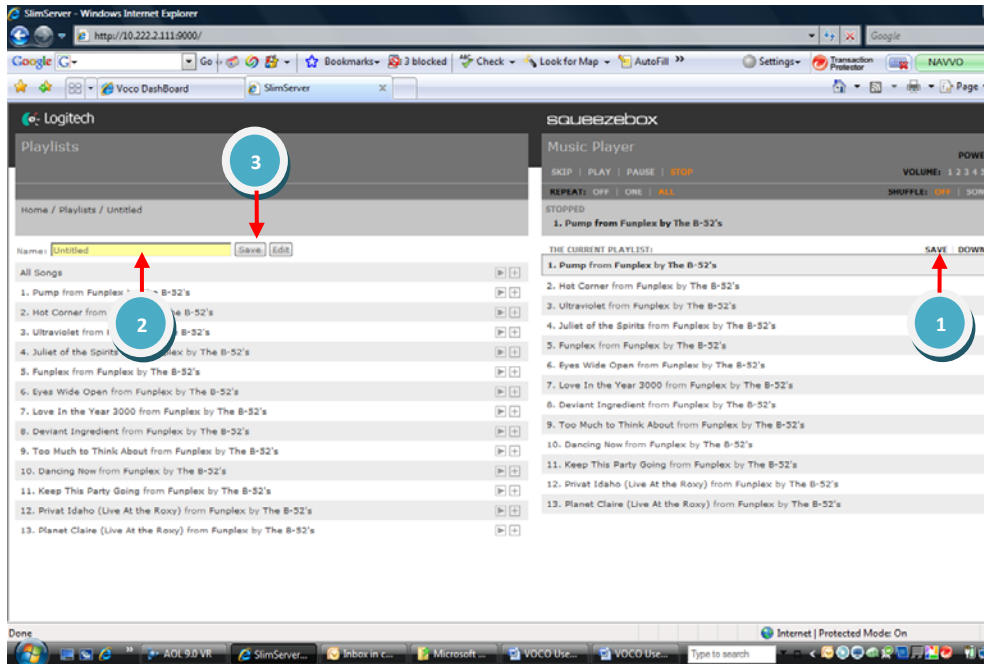
**4 Add:** This allows you to add artists, songs or albums to a playlist queue. Or, if you have selected a playlist to play, you may add songs to that existing playlist.

# Create a Playlist on Your PC



As you click the add button ( 1 ), the album, artist or song will be added to the playlist window ( 2 ). In order to play the playlist, you must select Play ( 3 ).

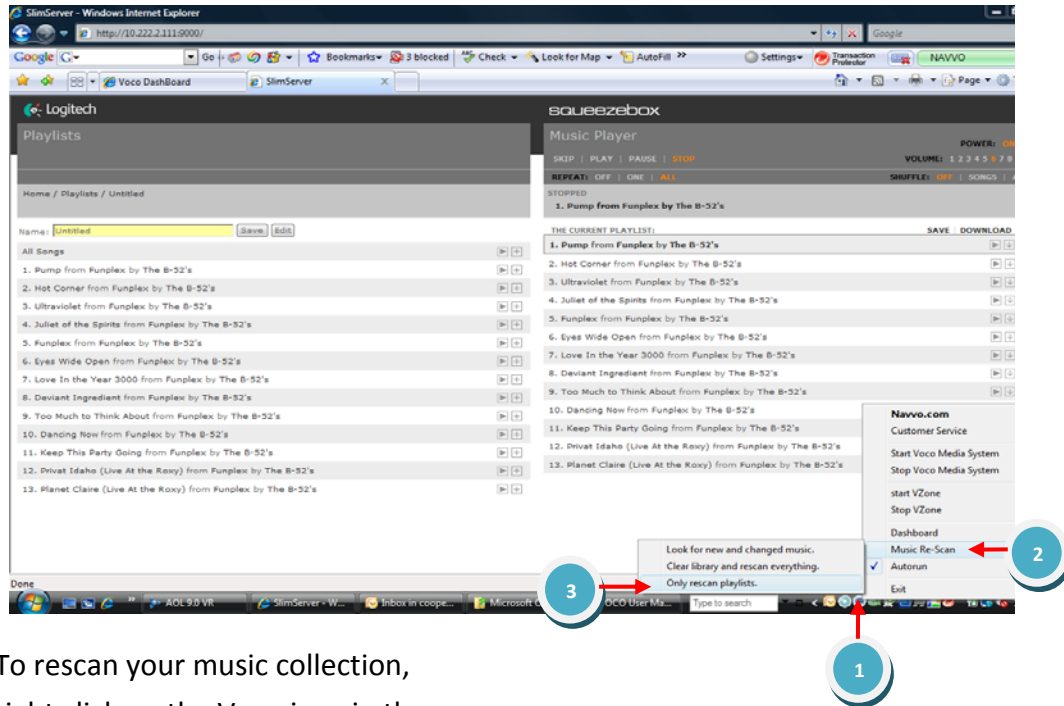
## Save a Playlist



To save your playlist, select Save ( 1 ) and type the name of your playlist ( 2 ) and select Save ( 3 ).

In order to access your new playlist by voice on the Voice Commander, you must rescan your playlist music (see below).

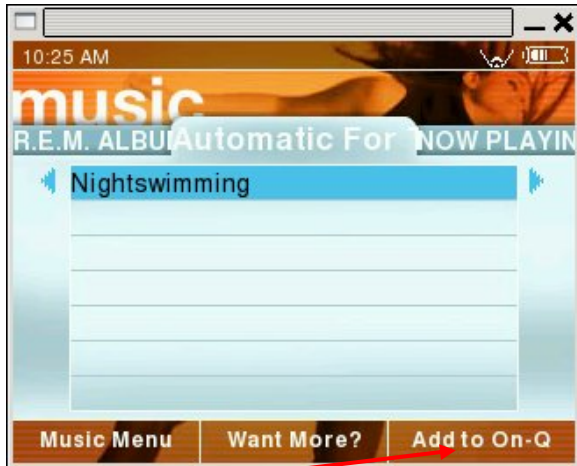
## Rescan your Playlist Music



To rescan your music collection, right click on the Voco icon in the bottom right tray of your PC (1), select "Music Rescan" (2) and then choose "Only Rescan Playlists" (3).

# On-Q

## Create and Save a Playlist on your Voice Commander



After highlighting an album, artist or song, press the “Add to On-Q” key.



The song will be added to “On-Q”.

To save the playlist, press the “Save” key.

As you play an album, song or artist, it is automatically added to your On-Q list. Each time you select another album, song or artist to play, the current On-Q list is cleared and replaced with your new selection.



After pressing “Save”, the Naming Keypad will appear. Type your playlist name and press “Save Playlist”.

In order to access your new playlist by voice on the Voice Commander, you must rescan your playlist music on your PC (see rescan your Playlist Music section)

# Frequently Asked Questions (FAQ's)

**Q1:** Can I acquire information on any other sports besides professional teams?

**A:** Currently the VOCO is only able to acquire information for MLB, NBA, NFL, and NHL. College and other sports may come on board later.

**Q2:** My voice recognition on music is very hit or miss. What should I do?

**A:**

- Right click on the VMS tray icon.



## THE VOCO MEDIA SYSTEM TRAY ICON

- Select "Music Rescan" and then "Clear Library and Rescan Everything" option.

This will take several minutes as the system rescans your PC and recreates the recognition files necessary to operate. After the system tells you it is finished and running, reboot your PC to ensure you are operating with the new scanned database.

**Q3:** How do I get Voco to read back my stock portfolio?

**A:** This feature is not enabled on this hardware version.

**Q4:** Why is there latency before the song play?

**A:** Keep in mind that the Voco Media System is based on the speed of your wireless network, your machine and many other factors that may create latency on your response.

**Q5:** Can my kids play games on my PC while music is playing or while I use my Voco Commander?

**A:** Yes, As long as you PC has enough memory and hard drive space.

**Q6:** Can I set the Voice Commander for my favorites within the Agents?

**A:** Yes, you can customize agent preferences via the Dashboard.

**Q7:** Will the VOCO respond to other voice phrases not covered in this manual?

**A:** Possibly. Some requests with shortened sentences will pull up your requested data on the Voice commander.



# Customer Support Guide

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## Where do I go to receive support?

<http://navvo.custhelp.com>

or call 1-800-TRY-VOCO (1-800-879-8626)

## How to get registered?

To access the Voco Beta Site for Beta 1 please use the following link.

<http://navvo.custhelp.com>

Please save this link in your favorites section of your PC. This will bring you to the login screen.

1. Once here you want to click the “Create a new account” tab on the left hand side.
2. Please fill out all the password information and highlighted boxes as the information is required.
3. When finished click on Create Account and your account will be created for you. You will be sent an email confirmation on the email you provided creating your account.
4. Every time you go to the Voco Beta Site, you will need to login before starting a session.

1. To Access Navvo’s Customer Support Site for Beta 1 please click the following link: <http://navvo.custhelp.com> . Please save this link in your favorites section of your PC. This will bring you to the login screen.
2. Once here you want to click the “Create a new account” tab on the left hand side.
3. Please fill out all the password information and highlighted boxes as the information is required. The last 5 questions are optional, but will go a long way in aiding us in answering any questions you may have.
4. When finished click on Create Account and your account will be created for you. You will be sent an email confirmation on the email you provided creating your account.

## Features of Navvo Support Site

**There are 3 main tabs you can select after logging onto the Navvo support site.**

**Answers:** This is where all your Frequently Asked Questions will be answered.

**Question/Suggestion/Log a Bug:** Bugs or Ideas are logged here.

**My Stuff:** This area keeps a record of any questions/communication with Navvo.

Let's get more in depth with the functionality of each tab.

**Answers Tab:** Click on the answers tab to begin with. You will notice 3 different ways that you are able to search for answers.

1. **Type in Keyword:** This will select questions that are associated with your keyword.
2. **Refine by category:** You have 19 categories in which to select from here. Please select the category that most closely resembles your question.
3. **Search by Phrases, Similar Phrases, Exact Search, Complex Expression, or Answer ID:** This area allows you to customize your search to exactly what you are looking for.

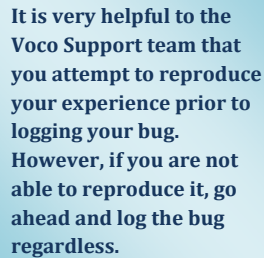
The answers that pertain to your search will populate your screen. Choose your selection by clicking on the Blue Highlighted Underlined question that you are looking for. The question will appear with a question mark. The answer will begin with a light bulb pointing out the answer.

## I have a Question or Suggestion/ Log a Bug

To begin here click on with your mouse the Question/Log a Bug Tab. This area is truly for providing your ideas and technical feedback about the product.

1. **Category :** 1st select one of the 19 agents that most closely matches you Bug, idea or thoughts.
2. **Is this:** Next select whether you input is a Bug, a suggestion, good feedback, or negative feedback.
3. **Subject:** Next please type in a header or topic in the subject box.
4. **Question:** Finally submit your question or suggestion in the large box provided

## Example of logging a Bug



It is very helpful to the Voco Support team that you attempt to reproduce your experience prior to logging your bug. However, if you are not able to reproduce it, go ahead and log the bug regardless.

**Issue:** Moving back and forth from headlines in news menu is inconsistent.

### **Steps to reproduce:**

1. From home select news
2. Select Top Headlines
3. Select first article
4. Press left button to go back to headlines menu
5. Select first article (same initial selection)
6. Press left button to go back

Notice user has now skipped headlines menu and is in the initial news menu

**Expected results:** Menus must remain consistent.

**Actual Result:** Menus did not remain consistent.

**My Stuff Tab:** This is where any communication you have had with Navvo is kept. Here is a record of all information on Questions, Notifications, and Profile changes.

**Questions:** Here will be a record of any questions with answers you have asked

**Notifications:** Your questions are answered here. You also may be notified that consumer supports needs more information to support you.

**Profile-** Here one can update their account profile to set new preferences or reflect changes to your contact information.

**Change Password:** Here you are able to create a new password on change your password.

# Customer Support Frequently Asked Questions

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**Q1:** How long before my incident is responded to?

**A:** Within 48 hours-2 business days

**Q2:** Will you notify me if I have submitted a great idea?

**A:** We will respond back by saying Thanks. If we incorporate we will notify you.

**Q3:** Does the Navvo support site keep all my submitted feedback?

**A:** Yes, it is stored for you in your “My Stuff” Tab.

**Q4:** What if I have forgotten my password?

**A:** Please contact 1-888-TRY VOCO (1-888-879-8626) to reset

**Q5:** Where can I submit a question, if I do not find information I am looking for in the Navvo answer Database?

**A:** Go to I have a Question-Suggestion/Log a Bug tab and submit your question

**Q6:** How can I speak to someone regarding my issue in person?

**A:** Please contact 1-888-TRY VOCO or 1-888-879-8626

**Q7:** Is there a feedback form or survey I can take regarding my VOCO experience?

**A:** You will be emailed a link to take Navvo’s survey after week 1 and at the end of your Consumer beta test.



## **FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT**

This equipment 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:**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

### **FCC RF Radiation Exposure Statement**

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.