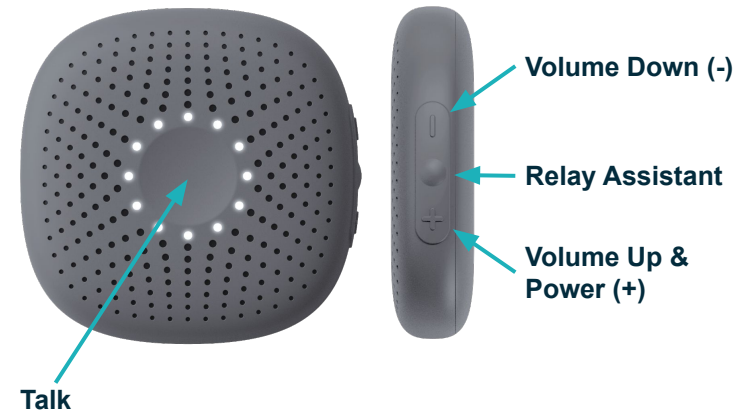# Employee Training Guide | Troubleshooting

Relay Not Powering On/Unresponsive

1. **Remove** the Relay from the charger and remove any case or accessories
2. Hold down the **volume up (+)** button for a full **60 seconds**
   a. *If the Relay vibrates or if the LED lights start spinning, release the button*
3. If there's no change to the Relay, plug the Relay **directly into a USB-C** charger and the charger into a wall outlet for **1-2 hours**
4. **After 1-2 hours**, remove the Relay from the charger and **repeat step 2**

Note: The Relay device may power on on its own after being connected to the USB-C Charger

Volume Down (-)

Relay Assistant

Volume Up & Power (+)

Talk

Spinning LED Lights

1. If the LED lights on your Relay are **continuously spinning**, **remove** the Relay from the Charger and remove any case or accessories
2. Tap the **volume up (+)** button **3-4 times** (as if turning up the volume)
3. **Wait 2-3 minutes**
   a. *The LEDs may spin for up to 1-2 minutes after performing these steps as it resolves itself*
4. If the Relay automatically reboots and displays a **mixture of white and red LEDs** in a full ring, **contact Relay support**

Other Issues (No Audio, Stuck LED's, Etc.)

If you experience any other issues with your Relay's, we recommend trying a simple reboot as this often resolves most issues.

1. Hold down the **volume down (-)** button for **5-10 seconds** until the Relay indicates *"The device is rebooting"*
2. **Wait 2-3 minutes** for the Relay to completely reboot
3. When the Relay displays 3 white LEDs, confirm whether the issue you were experiencing has been resolved

*If any of these issues persist, please request that your account owner or an account administrator contact Relay support by visiting relaypro.com/account/support

relay