BeHear® ACCESS

User Manual

Sound Enhancement by Alango Technologies, Ltd.

Wear & Hear is the brand name for a line of concept, future-looking wearable audio devices that are being developed by Alango Technologies, a leading supplier of voice and audio enhancement technologies for the communication and entertainment markets.

BeHear is a registered trademark of Alango Technologies, Ltd.

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Introduction

BeHear ACCESS combines the functionality of three devices into one:

- **Bluetooth stereo headset** for wireless mobile phone calls and media playback
- **Assistive hearing device** enhancing intelligibility of speech and other important sounds
- **Digital hearing aid** for personalized sound amplification across a wide sound spectrum

BeHear ACCESS utilizes voice processing technologies developed by Alango Technologies, Ltd., such as:

- **ListenThrough™** - passing through important ambient sounds during music playback
- **EasyListen™** - slowing down speech dynamically during phone conversations
- **Personal Sound Amplifier** - providing dynamic, compressed amplification of ambient sounds
- **Hearing enhancement functions** - including noise reduction, echo cancellation, and more

While the headset itself includes a variety of controls to manage its hearing functions, the W&H BeHear mobile application is also provided to complement these controls. The application allows the wearer to customize the headset for his/her specific hearing capabilities and preferences, and further personalize hearing based on real-time conditions. The application supports:

- **A personal hearing assessment** for automatic adjustment of the sound in each of the operational modes – ambient hearing, phone calls, and audio play – to suit the capabilities and preferences of the wearer
- **Fine tuning** the sound in real time for various hearing environments – Indoor, Outdoor, Crowd or Live Music
- **Management** of assistive listening functions during phone calls and media playback
- **Various device settings**, including default mode behavior, vibration alerts, and more

The W&H BeHear application can be downloaded from the Google Play Store or Apple Store:

Device Overview

BeHear ACCESS is a neck band style headset comprised of:

A – Electronics compartment

B – Left and right ear pieces

C – Left and right control boxes

	Icon	Component	Function	
1		Notification LED	- Flashing red and blue	Headset is in Bluetooth pairing mode
			- Flashing blue	Headset is connected to the Bluetooth device
			- Flashing red	Headset is not connected to the Bluetooth device
			- Flashing purple	Personal hearing is active
			- Steady red	Headset is being charged
			- Steady green	Headset is charged (battery level >50%)
			- Light blue	Headset is powered on/off (toggle)
2		Micro-USB port	Open the cover to insert the supplied cable to charge the battery.	
3		Power button	- Press and hold down to turn BeHear ACCESS on and off. - Press briefly to show battery level (when BeHear ACCESS is on).	
4		Volume up button	- Press (short presses or continuous press) to increase call/audio volume.	
5		Multi-functional button	- Handle phone calls (read Handling Phone Calls) - Handle listening to audio (read Listening to Audio)	
6		Volume down button	- Press (short presses or continuous press) to decrease call/audio volume.	
7		Hearing volume up button	- Press (short presses or continuous press) to increase ambient sound volume.	

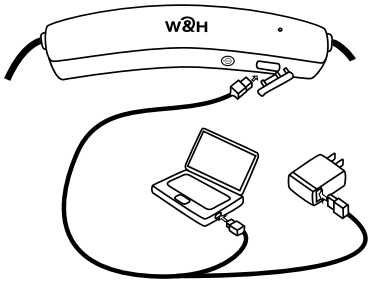
	Icon	Component	Function
8		Hearing control button	- Press and hold to turn personal sound amplification on and off. - Press and hold to turn ListenThrough mode on and off. - Press and hold to turn EasyListen mode on and off.
9		Hearing volume down button	- Press to decrease (short presses or continuous press) ambient sound volume.
10		Silicone ear buds	- Mushroom type; extra-small, small, medium, large sizes - Conical type; small, medium, large sizes - Tulip (open fit) type; medium size
11		Silicone ear hooks	Symmetrical left (L) and right (R) variations Three sizes of each variation: small, medium, large
12		Wind protection covers	Two pairs of foam covers Place over magnetized metal side of the ear piece to protect against noise from wind and/or friction with clothing.
13		Magnets	Built-in magnets to secure ear pieces to each other when not in use
14		Clips	Plastic clips to fold back free ends of the cables, making the headset more compact.
15		Serial number label	Unique number identifying the BeHear ACCESS headset in the Connection screen of the W&H BeHear smartphone application

Basic Operation

Charging the Battery

Before using your BeHear ACCESS headset for the first time its battery should be charged for approximately 2 hours.

To charge the battery:



1. Plug the larger end of the supplied cable into a standard AC outlet USB charger adapter, or into the USB port of a computer.
2. Plug the cable's smaller end into the Micro USB port located in the BeHear ACCESS neck band.

During charging the LED on the neck band will be red, turning green when BeHear ACCESS is fully charged.

***Note**: The BeHear ACCESS headset cannot be used while charging.*

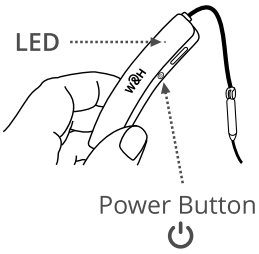
Turning the Headset On and Off

To turn on BeHear ACCESS:

Press and hold down the Power button ⏻ on the neck band until the unit vibrates and the LED turns light blue.

To turn off BeHear ACCESS:

Press and hold down the Power button ⏻ on the neck band until the unit vibrates and the LED turns light blue.



***Note**: Vibration can be disabled by the application.*

Checking the Battery Status

You can view an estimate of the remaining battery charge in either of two ways.

Checking the Battery Level using the Headset

When the device is powered on, quickly press the Power button ⏻ on the neck band. The notification LED flashes for 1-2 seconds indicating battery level, as follows:

- If the LED turns **green** the status is good (more than 50% battery charge remains).
- If the LED turns **yellow** the status is fair (battery charge level is between 10% and 50%).
- If the LED turns **red** the status is low (below 10%) and the headset needs to be recharged.

Checking the Battery Level using the Application

When the device is powered on, view the level in the battery icon which appears at the top of each screen. The more white filler you see, the more charge is left in the battery.

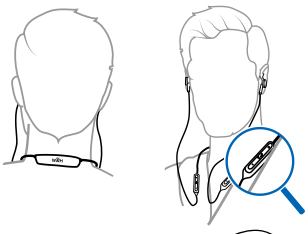
***Note**: During headset use, if the battery level drops below 10% the LED flashes red and a voice prompt alert is heard periodically.*

Wearing Instructions

BeHear ACCESS is a neck loop style headset where the hard plastic part is meant to rest on the back of your neck (or under your collar) and the ear buds at the ends of the cables come up from your collar bone and are inserted into your ears.

Wear your BeHear ACCESS headset as described below:

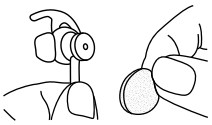
1. Place the BeHear ACCESS neckband behind your neck such that the power button is on the bottom and the control boxes are on your chest and the buttons of the control boxes face up.



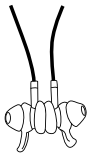
2. Insert the earbuds and position the ear hooks inside your ears. Your BeHear ACCESS package contains several sizes and types of silicone ear hooks and buds, and you may have to experiment to find the combination that fits your ears most comfortably for continuous wear.

3. You can fold the cables into the clips, and then move the clips along the cable to reach desired cable length and position.

4. You can add foam covers to the ear pieces to improve the acoustic performance of your BeHear ACCESS headset when using it outdoors in windy conditions. The covers also reduce noise produced by the friction of your clothing against the ear pieces.



5. When not in use, secure ear pieces to each other with the built-in magnets.

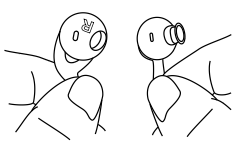


Fitting the Ear Buds and Hooks to Your Ears

Your BeHear ACCESS headset comes with three shapes of silicone ear buds: conical, mushroom, and tulip (open fit) in up to four sizes, and three sets of ear hooks in varying sizes. The most common type and size of buds and hooks have already been attached to the headset. However, if the buds do not fit snugly and comfortably in your ears you should remove the silicone covers from the ear pieces and try different options, as follows:

1. Peel off the silicone ear bud and ear hook from the ear piece.

2. Place the replacement ear hook over the speaker of the ear piece. Make sure the ear hooks are oriented properly; the left ear hook must be placed on the left ear piece and the right ear hook on the right ear piece. The ear hooks are labeled “L” for the left and “R” for the right, while the ear pieces are marked “L” and “R” respectively on the metal bands which connect the pieces to the headset cables.



3. Place the replacement ear bud over the ear bud speaker.

RECOMMENDATION:

To get the best performance from your BeHear ACCESS when using it outdoors, we recommend that you carry the smartphone connected over Bluetooth with the BeHear ACCESS on the right side of your body.

Getting Started

Pairing with Bluetooth Devices

Before you can start using your BeHear ACCESS headset with a Bluetooth device (such as a smartphone), you need to pair it with the Bluetooth device. Pairing can be done in either of two ways:

- Using the **W&H BeHear** app (which can be downloaded for free from the Google Play Store or the Apple App Store, see "Installing the Application" later in this manual). After launching the app and placing the headset into pairing mode (see instructions below), the pairing process will proceed. Follow to the application's prompts (see "Connection Screen" below).
- Using your smartphone's Bluetooth setup process. Make sure the Bluetooth function is turned on in the Bluetooth device. The headset will appear in the list of available devices as **BeHear ACCESS**.

How to Place the BeHear ACCESS Headset into Pairing Mode

1. Make sure the BeHear ACCESS headset is powered off.
2. Then, press and hold down the power ⏻ button on the neck band for **up to 5 seconds**, until the LED alternates red/blue.
3. When the pairing is complete the BeHear ACCESS headset will be connected to the Bluetooth device automatically, as indicated by the blue LED which blinks periodically every 5 seconds.

Pairing BeHear ACCESS with Additional Bluetooth Devices

After pairing BeHear ACCESS with the first Bluetooth device repeat the same steps to pair it with additional Bluetooth devices. Your BeHear ACCESS headset can be paired with up to eight Bluetooth devices in total. If the list of paired devices is full you can clean it up by resetting the headset as described in the Reset the Headset section of this manual.

Connecting with Bluetooth Devices

Automatic Connection of Paired Bluetooth Devices

BeHear ACCESS remembers and can connect automatically with the last two connected devices.

***Note**: When you pair and connect BeHear ACCESS with a third device, the first paired device becomes disconnected.*

Choosing from Multiple BeHear ACCESS Headsets Paired to the Same Smartphone

If you have more than one BeHear ACCESS headset paired with the same phone you can choose the desired headset by its serial number. The serial number of the BeHear ACCESS headset is listed underneath the product name in the W&H BeHear app **Connection** screen. The number can be matched to the serial number printed on the inside panel of the BeHear ACCESS neck band.

Connecting Simultaneously to Two Different Bluetooth Devices

Your BeHear ACCESS headset supports multipoint connection mode, managing two Bluetooth connections simultaneously. For example, if you connect your headset with two phones or with a phone and the **HearLink™ TV transmitter** (a Wear & Hear companion product, sold separately), you can receive calls or listen to audio from both devices without having to disconnect and reconnect.

RECOMMENDATION:

If a long time has passed between uses, a short press on the BeHear ACCESS headset Power button will initiate reconnection to the HearLink transmitter.

BeHear ACCESS headset supports two typical connection use cases:

1. Your BeHear ACCESS headset is connected simultaneously to a smartphone and to the HearLink TV transmitter. The TV audio can be transmitted to your BeHear ACCESS headset, which will also be available to receive/initiate a phone call.

2. Two BeHear ACCESS headsets are connected simultaneously to the same HearLink TV transmitter. Both users can be listening to TV audio at the same time.

Checking for Updates

Keeping BeHear ACCESS updated with the latest version of the firmware allows you to enjoy the most advanced features of the device. We recommend checking for updates before you start using your headset.

To check for an update:

1. Make sure the BeHear ACCESS headset is powered on and connected to a phone with the **W&H BeHear** application installed.
2. From the main menu of the app, choose the **Headset Update** option and tap the **Check for Updates** text at the bottom of the screen.
   ***Note**: The app checks for updates automatically when the **Auto** option is selected for the **Headset Update Check** in the **Application** section of the **Settings** screen.*

3. If an update is available, launch the update process by following the instructions displayed on the screen.

RECOMMENDATION:
The headset update process lasts for several minutes (typically 15-20) during which time the headset and application must stay powered on and connected. We recommend verifying that the batteries in both the headset and the phone be sufficiently charged prior to starting the update.

Personalization

The acoustic performance of the BeHear ACCESS headset is optimized for typical human hearing. However, we recommend that you adjust it to suit your own personal hearing capabilities and preferences, using the built-in **Hearing Assessment** in the **W&H BeHear** app.

If you have a recent audiogram you can skip the W&H BeHear Hearing Assessment and enter the values from it into the table in the **Personal Info** section of the application.

The results of the assessment (or manually-input audiogram values) are automatically applied to the four BeHear ACCESS presets – Indoor, Outdoor, Crowd and Live Music – to create profiles that reflect your own hearing abilities. These personalized profiles ensure that you get the most benefit from BeHear ACCESS, using it as a truly personal sound amplifier.

Hearing Assessment

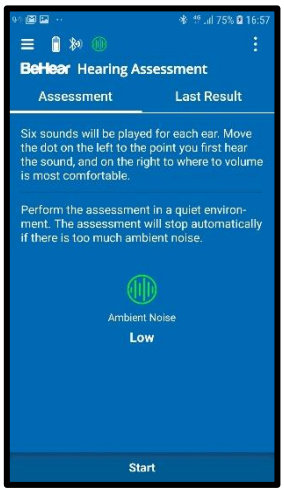
During the assessment, six different testing sounds will be played for each ear, one after the other. Each testing sound represents a different range of audible frequencies. The purpose of the assessment is to determine the best volume for each frequency range. The results will be saved in the application and used to adjust the audio performance of your personal BeHear ACCESS headset.

Two variances of the assessment are available:

- **Basic** assessment. This is the default option, which will be sufficient for most users. During the **Basic** assessment you will be asked to indicate at which volume the testing sound first becomes audible (**Hearing Threshold**).
- **Advanced** assessment. This assessment is more comprehensive and therefore takes longer. During the **Advanced** assessment you will need to indicate two different volume levels for each testing sound. One is the **Hearing Threshold**, the same as for the **Basic** assessment. The other is the **Comfortable Level**, which reflects the volume level at which it is most comfortable for your ear to process the testing sound.

In order to toggle between the Advanced and the Basic assessment go the **Settings** screen and scroll down to the **Hearing Assessment Mode** option.

Before Starting the Hearing Assessment



Before starting the assessment, you should verify the following:

- You have installed and launched the **W&H BeHear** mobile application on your smartphone.
- The BeHear ACCESS headset is turned on and connected to the smartphone via Bluetooth.
- You are wearing your BeHear ACCESS headset and the ear buds have been placed firmly in your ears.
- You are in a quiet environment.

***Note**: The **W&H BeHear** application monitors the ambient noise during the assessment and will not allow the assessment to proceed if the ambient noise level is too high.*

Conducting the Hearing Assessment

To start the assessment, select the **Hearing Assessment** option in the **Menu** (☰) of the **W&H BeHear** application. Tap the **Start** text at the bottom of the screen.
The hearing assessment starts with the left ear, goes through six different frequencies and then repeats with the right ear. Stepping forward to the next frequency can be done only after completing the previous one.

If you use the **Basic** assessment:

1. Set the **Hearing Threshold** level by placing your finger on the silver button and sliding it up until you clearly hear the frequency sound, then slowly move it down to the lowest level you can still hear. You can do this as many times as needed to find the correct sound threshold level for you.
2. Once the slider is set to the desired position, tap the **Done** text at the bottom of the screen.
3. Repeat that action for the five remaining testing sounds for the left ear, and then for the right ear.
4. Save the results, as instructed by the application prompts.

***Note**: The "+" and "-" buttons on the screen as well as the volume buttons on the phone can also be used to adjust the volume of the testing sound.*

If you use the **Advanced** assessment:

1. Set the **Hearing Threshold** level by placing your finger on the silver button and sliding it up until you clearly hear the frequency sound, then slowly move it down to the lowest level you can still hear. You can do this as many times as needed to find the correct sound threshold level for you.
2. Move the **Comfortable Level** slider to find the most comfortable listening level for the testing sound in the left ear (neither too loud nor too soft).

***Note**: The **Comfortable Level** will always be higher (louder) than the **Hearing Threshold**.*

3. Once both sliders are set to the desired positions, tap the **Done** text at the bottom of the screen.
4. Repeat those actions for the five remaining testing sounds for the left ear, and then for the right ear.
5. Save the results, as instructed by the application prompts.

***Note**: Before saving the assessment results you can return at any time to the previous stages of the assessment to verify and modify your input. Simply tap the arrows located on the left and right sides of the screen or tap the number button below each frequency indication to repeat the assessment for that frequency.*

Hearing Assessment Results

You can see results of your hearing assessment in the **W&H BeHear** application by choosing the **Personal Info** option from the main menu.

The assessment can be re-taken at any time.

***Note**: Only the results of the most recent assessment are saved and used in the application.*

Using BeHear ACCESS

Personal Hearing

Once powered on, the BeHear ACCESS headset operates as a personal sound amplifier. No Bluetooth pairing is required for this type of sound amplification. Ambient sounds are amplified and transmitted from the headset's microphones directly to your ears.

RECOMMENDATION:
We recommend turning off key tones (alerts, notification sounds, keyboard taps, etc.) in the smartphone connected to your BeHear ACCESS headset. Another alternative is to place the phone in "vibrate" or "silent" mode. This will guarantee smooth and pleasant operation of your BeHear ACCESS as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.

Four different presets have been created to support optimal hearing for various environments: **Indoor**, **Outdoor**, **Crowd** and **Live Music**. These presets can be used as is, out-of-the-box. They will be personalized automatically based on the results of the BeHear ACCESS **Hearing Assessment**, which is built into the **W&H BeHear** smartphone application. Furthermore, these presets can be customized by the user in real-time.

Managing Personal Hearing Using the Headset Controls

Use the right-hand control box on the headset cable to manage Personal Hearing:

- To activate Personal Hearing amplification, press and hold down . A voice prompt will be heard as confirmation that Personal Hearing has been activated. To turn off Personal Hearing amplification press and hold down again. A voice prompt indicates that Personal Hearing has been deactivated.
- To increase the volume of ambient sound press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the maximum volume level.
- To decrease volume of ambient sound press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the minimum volume level.
- To scroll through the hearing presets, quickly press . Each press will advance to the next preset. A voice prompt naming the selected preset will be heard for each preset (**Indoor**, **Outdoor**, **Crowd** or **Live Music**).

Managing Personal Hearing Using the W&H BeHear Application

- Tap the **On/Off** switch to the right of the **Personal Hearing** title on this screen to the desired position to activate (blue dot) or deactivate (white dot) Personal Hearing amplification.
- Choose a listening environment preset (**Indoor**, **Outdoor**, **Crowd** or **Live Music**) by tapping the relevant text with your finger.
- Use the slider to set the desired volume of the ambient sound by touching the silver button and dragging it left (softer) or right (louder).
- To find the most comfortable listening level for the current environment, touch the colored buttons with your finger until you feel the vibration. Wait for 1-2 seconds until the change is applied. Repeat this with other buttons to find the position where the hearing is most pleasant to your ears.

- Set the desired level of **Noise Reduction** by tapping the relevant value labels: **Low**, **Normal**, **High**, or **Max**.
- You can save your settings by tapping **Save** or restore the factory default by tapping **Reset**.

***Note**: If you change profiles or deactivate Personal Hearing before saving your changes, they will be lost.*

Handling Phone Calls

Use the left-hand control box on the headset cable to handle phone calls, as follows:

- To **answer** a call press when you hear an incoming call signal.
- To **end** a call press during an ongoing call.
- To **reject** a call press and hold down when you hear an incoming call signal.
- To **redial** the last dialed phone number double click .
- To increase call volume press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the maximum volume level.
- To decrease call volume press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the minimum volume level.

EasyListen™ – Slowing Down Incoming Speech

You can slow down incoming speech for phone calls, making it more intelligible. The EasyListen function can be controlled from either the headset or the W&H BeHear app.

Use the right-hand control box on the headset cable to manage EasyListen:

- To activate and deactivate EasyListen press and hold down the button, which works as a toggle. A voice prompt will be heard once your choice is accepted.
- To scroll through the speech tempo options, quickly press the button when EasyListen is active. Voice prompts naming the speech tempo will be played.

Enable EasyListen and adjust the speech tempo using the W&H BeHear application, as follows:

- Once the phone call has been established, bring the W&H BeHear app to the foreground on your phone.
- Tap the **Slow**, **Slower** or **Slowest** texts to activate EasyListen and set the desired speech tempo.
- Tap the **Normal** text to deactivate EasyListen. Speech tempo reverts to normal.

Listening to Audio

You can listen to audio from your phone or any other paired and connected Bluetooth device using your BeHear ACCESS headset.

Use the left-hand control box on the headset cable to handle audio play as follows:

- Press to play an audio source from the connected Bluetooth device. To pause the source press again.
- To increase audio volume press . A long tone will be heard once you reach the maximum volume level.
- To decrease audio volume press . A long tone will be heard once you reach the minimum volume level.
- To switch between two connected audio sources (for example, between the HearLink transmitter and a smartphone) press and simultaneously.

ListenThrough™ – Stay Safe & Alert Function

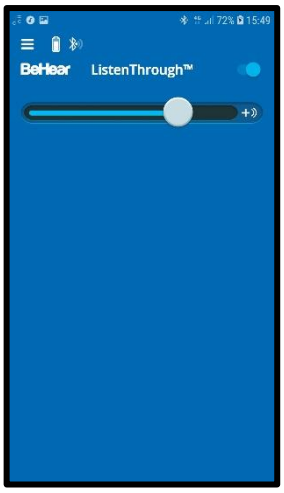
You can stay aware of important ambient sounds while listening to audio through your BeHear ACCESS headset.

Use the right-hand control box on the headset cable to manage ListenThrough:

- To mute and unmute ambient sound during audio play press and hold down the button. Two tones will be heard once your choice is accepted. Ascending tones indicate that ListenThrough is activated. Descending tones indicate that ListenThrough is deactivated.
- To increase the volume of ambient sound press . A long tone will be heard once you reach the maximum volume level.
- To decrease volume of ambient sound press . A long tone will be heard once you reach the minimum volume level.

You can also manage ListenThrough using the **W&H BeHear application**, as follows:

- Tap the **ON/OFF** switch located to the right of the **ListenThrough™** title to the desired position to mute (white dot) or unmute (blue dot) ambient sound during audio play.
- Use the slider to set the desired volume of the ambient sound by touching the silver button and dragging it left (softer) or right (louder).



Mobile Application

Installing the Application

For Android Phones

1. Launch the Google Play application and search for **W&H BeHear**.
2. Download, install and launch the application.

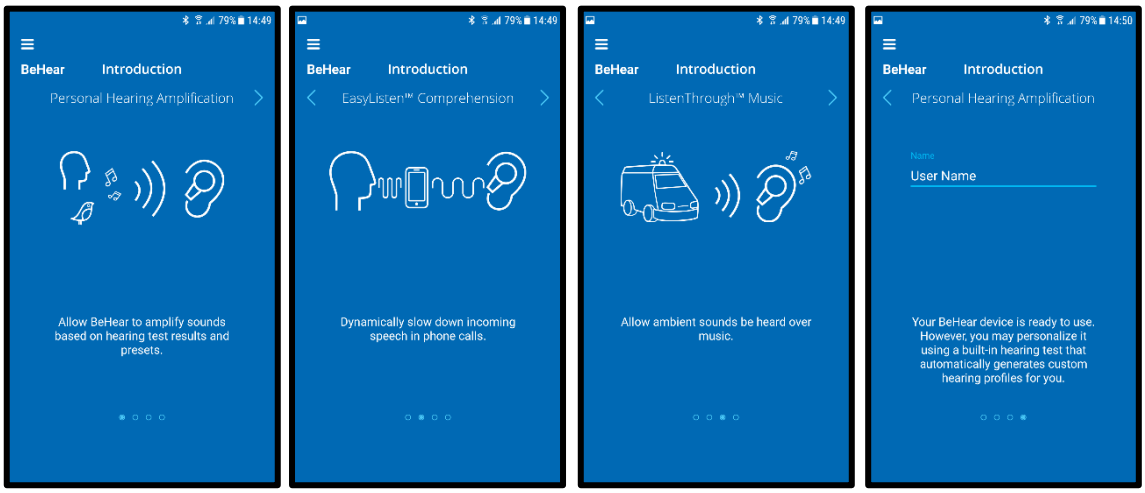
For iPhones

1. Launch the App Store application and search for **W&H BeHear.**
2. Download, install and launch the application.

Introduction Screens

Introduction screens are displayed when the application is first launched after download. They provide brief descriptions of the major BeHear ACCESS functions, such as Personal Hearing Amplification, EasyListen™ Phone Speech Comprehension, and ListenThrough™ Music Appreciation.

The last screen in the set contains a prompt for entering a user name, which will appear on the hearing test results screen.



Navigate between the introduction screens either by swiping the phone or tapping the arrows.

You can display the screens any time by choosing the **Introduction** option from the menu.

Connection Screen

Choose the Connection option from the menu to pair/unpair and connect/disconnect your BeHear ACCESS with/from the phone.

The application opens the Connection screen automatically when no BeHear ACCESS headset is connected to the phone.

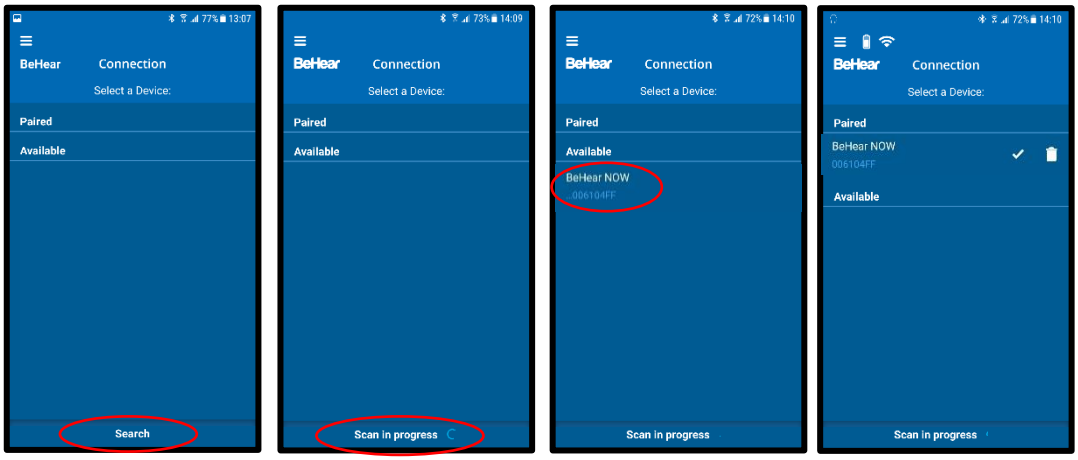
You can display the Connection screen any time by choosing the **Connection** option from the menu.

Operation of the Connection screen is different for Android and iOS phones.

Connection with an Android Phone

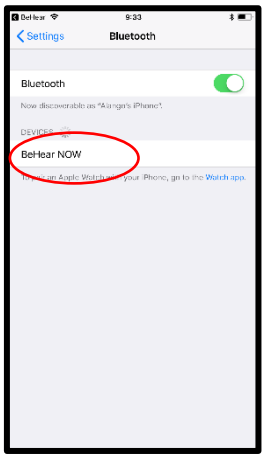
1. Make sure your BeHear ACCESS is powered on and in the Bluetooth pairing mode.
2. Tap the **Search** text on the screen. The scan will start, followed by the **Scan in progress** notification.
3. The product name **BeHear ACCESS** followed by the last several characters of the device's serial number will appear in the list of **Available** devices. You can verify the device by checking that the serial number printed on the inside panel of the BeHear ACCESS neck band (on the white label) matches the number in the list.
4. Select your BeHear ACCESS in the list by tapping the device name. When the pairing and connection process is complete the headset will be listed in the **Paired** devices section, followed by a ✓.
5. When the BeHear ACCESS device is connected the application will display the Home screen.

- To **disconnect** BeHear ACCESS tap the name of the connected device in the list.
- To **unpair** BeHear ACCESS tap the icon.



Connection with an iOS Phone

1. Make sure your BeHear ACCESS is powered on and placed in the Bluetooth pairing mode.
2. Use the Bluetooth section of the **Settings** application on your phone to add BeHear ACCESS to the list of My Devices.

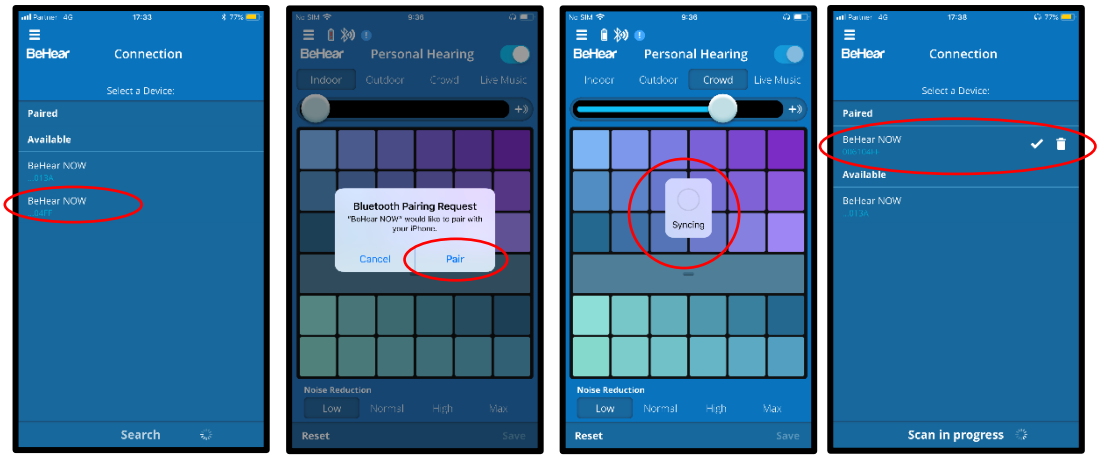


3. Launch the W&H BeHear application. In the list of **Available** devices look for the product name **BeHear ACCESS** followed by the last several characters of the serial number.

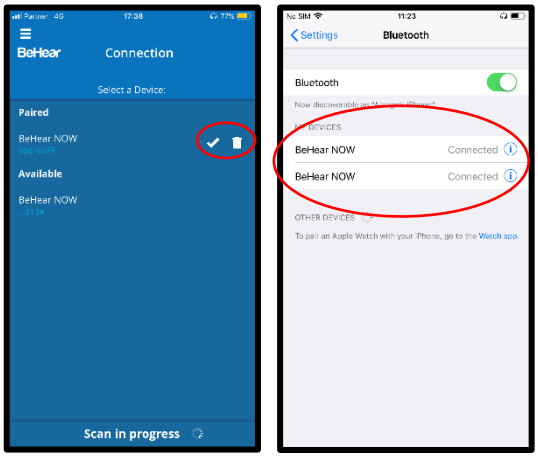
4. Make sure that the serial number matches the serial number printed on the inside panel of the BeHear ACCESS neck band (on the white label). Select BeHear ACCESS in the list by tapping the device name. The Bluetooth Pairing Request prompt appears.

   ***Note**: If the time between pairing the headset in the Settings application and launching W&H BeHear application is longer than two minutes you will be prompted to double click the Power button of the headset to continue with the connection process.*

5. Select Pair and wait for 2-3 seconds to complete the synchronization.
6. When the pairing and connection process is complete the headset will be listed in the **Paired** devices section, followed by a ✓.
7. When the BeHear ACCESS device is connected the application will display the Home screen.



- To **unpair** BeHear ACCESS from the application tap the icon in the **Connection** screen.
- To **unpair** BeHear ACCESS from your phone delete both records of the BeHear ACCESS in the Bluetooth section of the **Settings** application.



Home Screens

The application's Home screen changes automatically depending on the actual state of the headset (personal hearing amplification, phone call handling or audio play).

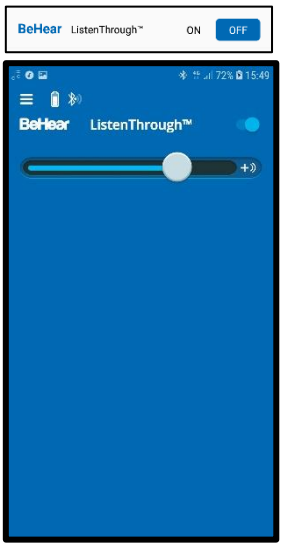
When the application operates in the background, major control functions of the actual home screen are also available via the Android notification drawer.

Personal Hearing Amplification State

In this state the home screen supports managing BeHear ACCESS as a personal sound amplifier. Available control functions are:

- Personal Hearing On/Off switch
- Preset selection buttons – **Indoor**, **Outdoor**, **Crowd**, **Live Music**
- Hearing volume control slider
- Noise reduction level selection buttons – **Low**, **Normal**, **High**, **Max**
- Colored matrix for adjusting sound quality. Touch and hold the buttons to optimize sound quality. The white frame indicates selected button.
- **Save** button to store the last changes made for the selected preset.
- **Reset** button to restore original parameters of the selected preset.

Audio Player State



In this state the home screen supports managing the ListenThrough function of the BeHear ACCESS working as a stereo audio player. Available control functions are:

- ListenThrough On/Off switch
- Ambient sounds volume control slider

Phone Call State

In this state the home screen supports managing the EasyListen function of the BeHear ACCESS, working as a headset during phone call. Available control functions are:

- Speech Tempo selection buttons – **Normal** (EasyListen disabled), **Slow**, **Slower**, **Slowest**

Hearing Assessment Screens

Choose **Hearing Assessment** option in the menu or tap the warning icon in the notification area to enter the hearing assessment.

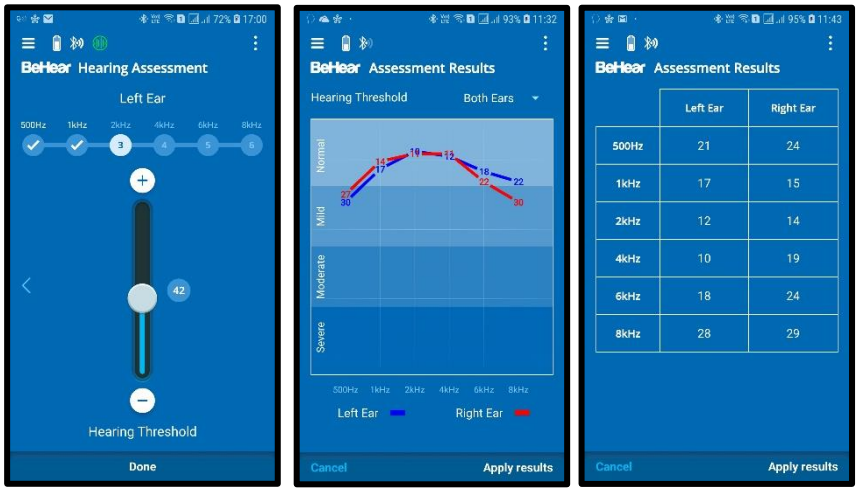
Initial screens of the Hearing Assessment allow you to:

- Start the assessment
- Resume previously interrupted assessment or discard it and start a new assessment
- Observe the results of the most recent assessment as a chart or table
- Edit the results in the table
- Reset results and restore default presets

You can start the assessment only if you are in a quiet environment. It will not be possible to run the assessment if the ambient noise is determined by the application to be too high.

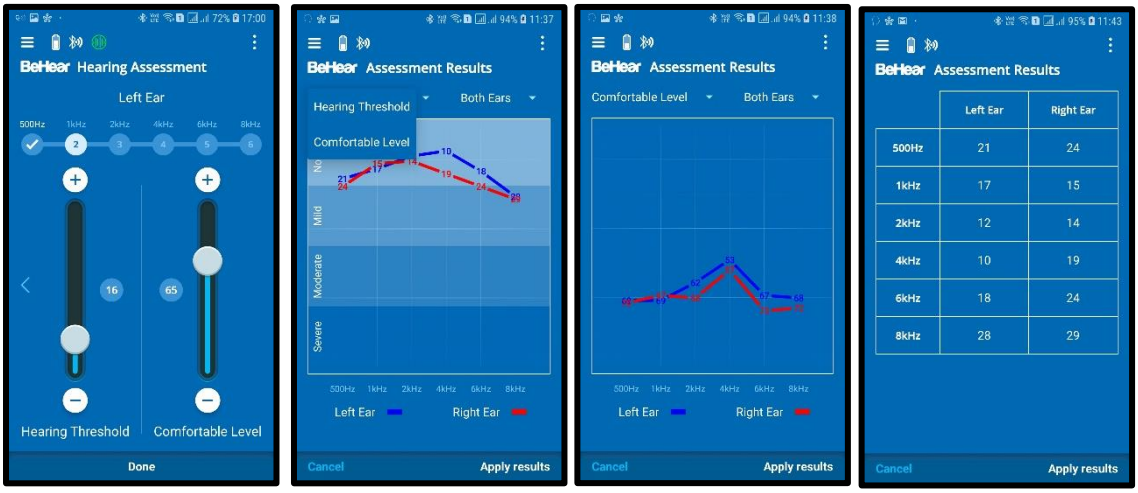
If **Basic** assessment is selected in the Settings:

- The assessment screens contain a single slider.
- In order to progress with the assessment, you must tap **Done** (at the bottom of the screen) after setting the slider for each frequency.
- The assessment results shown after completing the assessment display a single chart for measured hearing threshold (for both ears).
- Table view of the results is also available.



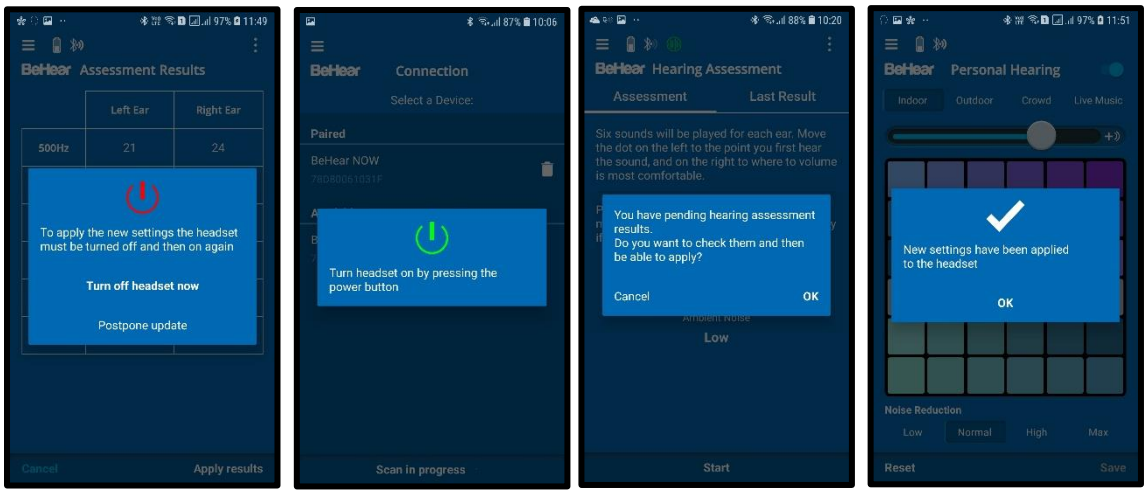
If **Advanced** assessment is selected in the Settings:

- The assessment screens contain two sliders.
- In order to progress with the assessment, you must tap **Done** (at the bottom of the screen) after setting the slider for each frequency. The assessment results shown after completing the assessment display two charts, one for hearing threshold and the other for comfortable level. Select the relevant chart by tapping the chart name.
  Table view of the results is available for Hearing Threshold only.



To apply the assessment results to the headset:

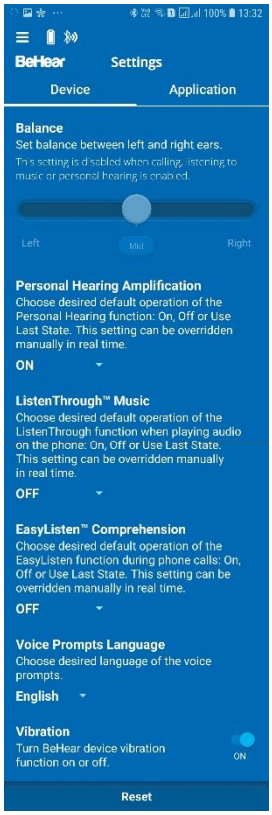
- Tap **Apply results** in the **Assessment Results** screen.
- If you tap the **Turn off headset ACCESS** text the headset will shut down automatically. A screen notification will appear reminding you to turn it back on manually.
- If the **Postpone update** option is selected, the headset and the application will continue to operate normally (without applying results of the assessment until the headset is turned off).
- Results of the last assessment are applied automatically when the headset is turned on.



Settings Screen

Customization of both the headset and the application is done via the Settings dialog. Display the Settings screen by choosing the **Settings** option from the menu.

Device Settings



✓ **Balance**

This control sets the desired amplification balance between left and right ears.
The setting is applied to the volume control – in addition to the results of the built-in hearing assessment – and will be active in all operation modes of the headset: phone calls, audio playback and personal hearing.
Slide the silver dot while listening to the tone to set the desired amplification balance between left and right ears.
Press the **Mid** button to reset the dot in the middle of the slider for equal amplification in both ears (application default).

Note: *The balance setting is enabled only when all active sounds are disabled in the headset: no phone call is active, no music is currently playing, and the personal hearing mode is off.*

✓ **Personal Hearing Amplification**

This setting defines the automatic activation behavior for the Personal Hearing function:

- **ON** – automatically turned on when there is no active phone call or music/audio playback
- **OFF** – automatically turned off when there is no active phone call or music/audio playback
- **Last State** – automatically turned on or off according to the last actual state of the device before handling a call or playing a music/audio

The function can be turned on or off manually in real time either by pressing and holding on the right-hand control box or by tapping the **ON/OFF switch** on the Personal Hearing screen in the application.
Recommended setting (application default) – **ON**

✓ **ListenThrough™ Music**

This setting defines the automatic activation behavior for the ListenThrough function of ambient sound passthrough while listening to audio, as follows:

- **ON** – automatically turned on when music playback starts
- **OFF** – automatically turned off when music playback starts
- **Last State** – automatically turned on or off according to the last choice during the previous music playback

The function can be turned on or off manually in real time either by pressing and holding on the right-hand control box or by tapping the **ON/OFF switch** on the Personal Hearing screen in the application.

Recommended setting (application default) – **Last State**

✓ **EasyListen™ Comprehension**

This setting defines the automatic activation behavior for the EasyListen function of slowing down speech tempo during phone calls, as follows:

- **ON** – automatically turned on when phone call starts
- **OFF** – automatically turned off when phone call starts
- **Last State** – automatically turned on or off according to the last choice during the previous phone call

***Note**: The function can be turned on or off manually in real time via the application only.*

Recommended setting (application default) – **OFF**

✓ **Voice Prompts Language**

Choose the desired language for voice prompts in the BeHear ACCESS headset. The list of available languages may vary depending on the hardware and software versions of the headset.

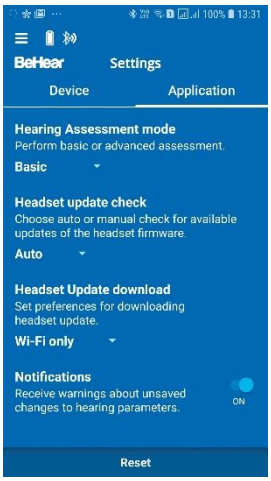
✓ **Vibration**

This setting controls vibration notification behavior in the BeHear ACCESS headset for the following events:

- Headset power on and power off
- Bluetooth pairing connection/disconnection
- Connecting to the charger
- Incoming call (synchronized with call tone)

Recommended setting (application default) – **ON**

Application Settings



✓ **Hearing Assessment Mode**

This setting defines the type of hearing assessment to be performed:

- **Basic** – the assessment contains one measurement (hearing threshold) for each ear.
- **Advanced** – the assessment contains two measurements (hearing threshold and most comfortable level) for each ear.

Recommended setting (application default) – **Basic**

✓ **Headset Update Check**

This setting determines how checks for headset firmware updates will be performed:

- **Auto** – application checks for updates automatically
- **Manual** – user needs to enter Headset Update screen and check for an available update

Recommended setting (application default) – **Auto**

✓ **Headset Update Download**

This setting selects preferred network connection when downloading updates for the headset firmware:

- **Wi-Fi only** – application performs headset update when the phone is connected to the Internet via local Wi-Fi network. A warning notice is displayed when you initiate the update while a WiFi connection is not available.
- **Any Network** – application performs headset update when the phone is connected to the Internet via any network – Wi-Fi or cellular.

Recommended setting (application default) – **Wi-Fi only**

✓ **Notifications**

This setting controls the behavior of warnings and notifications about unsaved changes to hearing parameters made in the Personal Hearing screen.

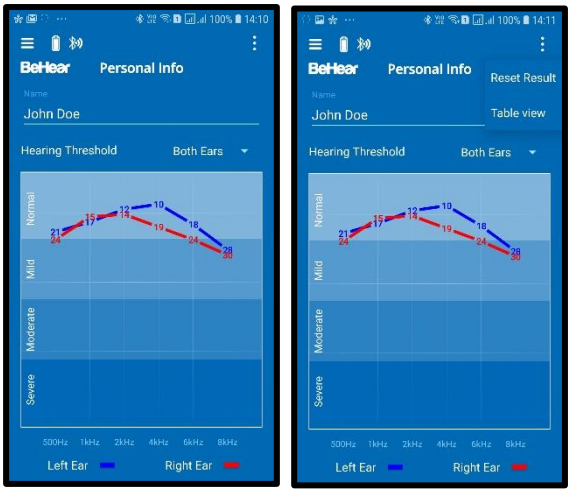
Recommended setting (application default) – **OFF**

Personal Info Screen

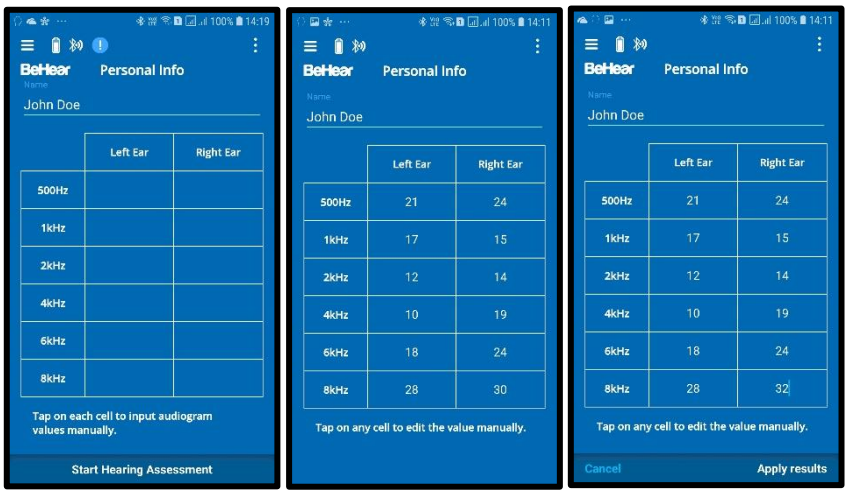
Display the Personal Info screen by choosing the **Personal Info** option in the menu. Use this screen to view and edit user information:

- User name
- Hearing assessment results

Open the drop-down menu in the top right corner to reset the results of the assessment or to switch to the table view of the results.

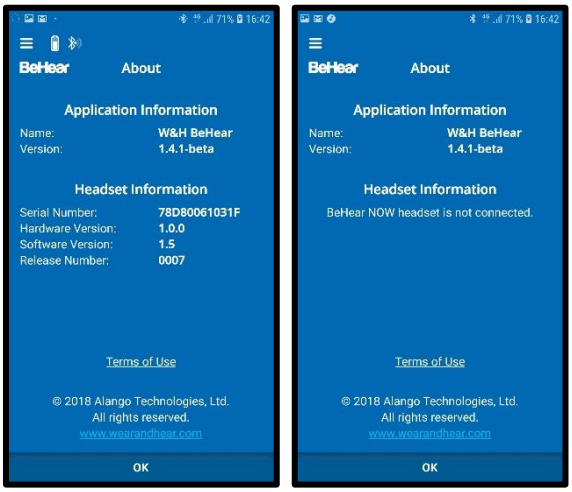


In the table view you can enter audiogram values, edit results of the existing assessment, and apply new values to the connected BeHear ACCESS headset.



About Screen

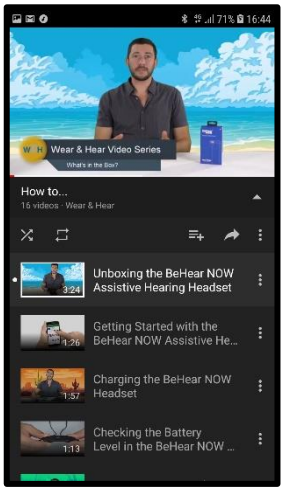
Display the About screen by choosing the **About** option in the menu. Use this screen to check information about the W&H BeHear application and connected BeHear ACCESS headset.



Tutorials

Watch online YouTube video tutorials by choosing the **Tutorials** option in the menu.

An Internet connection is required to get access to the videos.



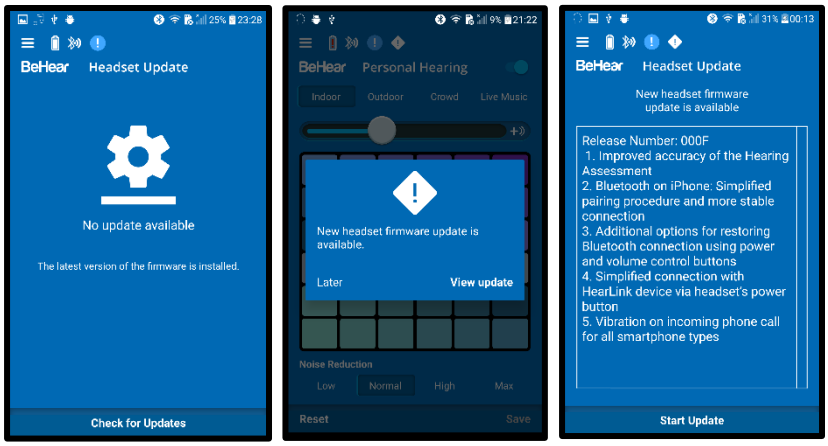
Headset Update

The application supports firmware updates of the connected BeHear ACCESS headset, allowing users to enjoy the most advanced features of the device.

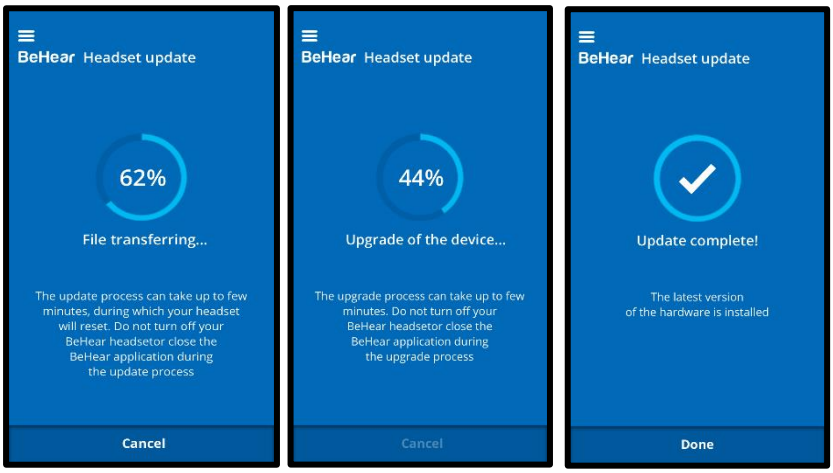
You can verify the availability of an update by manually checking the **Headset Update** in the menu.

We recommend choosing the **Auto** option for the **Headset Update Check** in the **Application** section of the **Settings** screen to get automatic notification whenever a new update is available. In this case, an icon will appear in the notification area on each screen.

You can learn about the new firmware version prior starting the update.



Choose **Start Update** to initiate the process of downloading the firmware and updating the headset. The process will last for several minutes during which time the headset and application cannot be used. Normal operation resumes automatically when the update is complete.



Choose **Later** or exit the **Headset Update** screen to postpone an update. The warning icon will appear at the top of each application screen as reminder to update the firmware. You can initiate an update any time by tapping the diamond icon in any screen header, or by choosing the **Headset Update** option in the menu.

WARNING:

Do not turn off your BeHear ACCESS headset, connect it to the charger or close the W&H BeHear application during the update process.

Troubleshooting

General Issues

Problem	Suggestion
No sound	Verify battery level (see Checking the Battery Status) Adjust volume level (see Managing Personal Hearing Using the Headset Controls) Check ear caps for debris
Ear buds are uncomfortable	Experiment with different silicon ear buds and ear hooks (see Fitting the Ear Buds and Hooks to Your Ears)
Wind noise	Use supplied wind protection covers (see Fitting the Ear Buds and Hooks to Your Ears)
Ambient noise too loud during music play	Reduce the volume of ambient sound (see ListenThrough™ – Stay Safe & Alert Function)
Phone calls and/or music not routed to headset	Verify Bluetooth pairing (see Pairing with Bluetooth Devices)
Bluetooth connection keeps cutting out	Verify that you are not more than 10 meters (30 feet) from the Bluetooth device. If you are using BeHear ACCESS outdoors we recommend that you carry the smartphone connected over Bluetooth with the BeHear ACCESS on the right side of your body.
Personal hearing is interrupted by smartphone notifications	We recommend turning off key tones (alerts, notification sounds, keyboard taps, etc.) in the smartphone connected to your BeHear ACCESS headset. It will guarantee smooth and convenient operation of your BeHear ACCESS as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.

Reset the Headset

If your BeHear ACCESS behaves unexpectedly you can restart it, remove the Bluetooth connection data and/or restore the original factory configuration.

- **To restart BeHear** simply connect it to the charger. All configuration and connection data will be preserved.
- **To restart BeHear and remove the Bluetooth connection data only**:
  - Power on the BeHear ACCESS headset.
  - Press and hold these three buttons simultaneously for approximately 8 seconds until a purple LED blinks twice.
  - The headset will restart and then enter pairing mode automatically.
- **To restart the BeHear ACCESS headset and restore the original factory configuration:**
  - Power on the BeHear ACCESS headset.
  - Press and hold these three buttons simultaneously for approximately 8 seconds until a yellow LED blinks once.
  - The headset will turn off automatically.
  - Power on the headset.

Update the Headset

Make sure your BeHear ACCESS is using the latest version of the firmware. You can verify availability of an update by manually checking the **Headset Update** option in the menu.

Update the headset if a new version is available, using the mobile application.

Legal Information

BeHear® is a registered trademark of Alango Technologies, Ltd.

Bluetooth® is the trademark of the Bluetooth (SIG) Inc. and is used under license.

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All other trademarks are property of their respective owners.

FCC ID: 2AM3SABH-120

EU Declaration of Conformity

Declaration of Conformity

We, Alango Technologies Ltd. of 2 Etgar St. Tirat Carmel, Israel declare under our sole responsibility that our product BeHear ACCESS type **ABH-101** and in combination with our accessories, to which this declaration relates is in conformity with the provisions of the following directives:

- Radio Equipment Directive (RED) **2014/53/EU** by appropriate standards
  EN 300 328 V2.1.1,
  EN 310 489-1 V2.2.0,
  EN301 489-17 V3.2.0,
  EN 50332-1:2013,
  EN 60950-1:2006+A11:2009,
  EN 62479:2010
- Restriction of Hazardous Substances (RoHS) Directive **2011/65/EU** by appropriate standards
  IEC 62321-3-1:2013 Ed1.0,
  IEC 62321-5:2013 Ed1.0 / IEC 62321-4:2013 Ed1.0,
  IEC 62321-7-2:2017 Ed1.0,
  IEC 62321-7-1:2015 Ed1.0 / IEC 62321-6:2015 Ed1.0
- Reuse / Recycling / Recovery Targets under the Waste Electrical and Electronic Equipment (WEEE) Directive **2012/19/EU**

Tirat Carmel, May 2019

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Alexander Goldin,

CEO

European Union – Disposal Information

This symbol means that according to local laws and regulations this product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of this product and/or its battery at the time of disposal will help conserve natural resources and ensure it is recycled in a manner that protects human health and the environment.

NOTE: 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

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.