



BeHear® PROXY

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 developed by Alango Technologies, a leading supplier of voice and audio enhancement technologies for the communication and entertainment markets.

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Introduction

BeHear PROXY is a hands-free neck speaker with built-in, personalizable sound enhancement for TV watching, music listening, mobile calls, and world sounds. It can be used with hearing aids.

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

- **ListenThrough™** - passing through important ambient sounds during music playback
- **MuRefiner** – extending stereo sound, enriching music impression
- **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

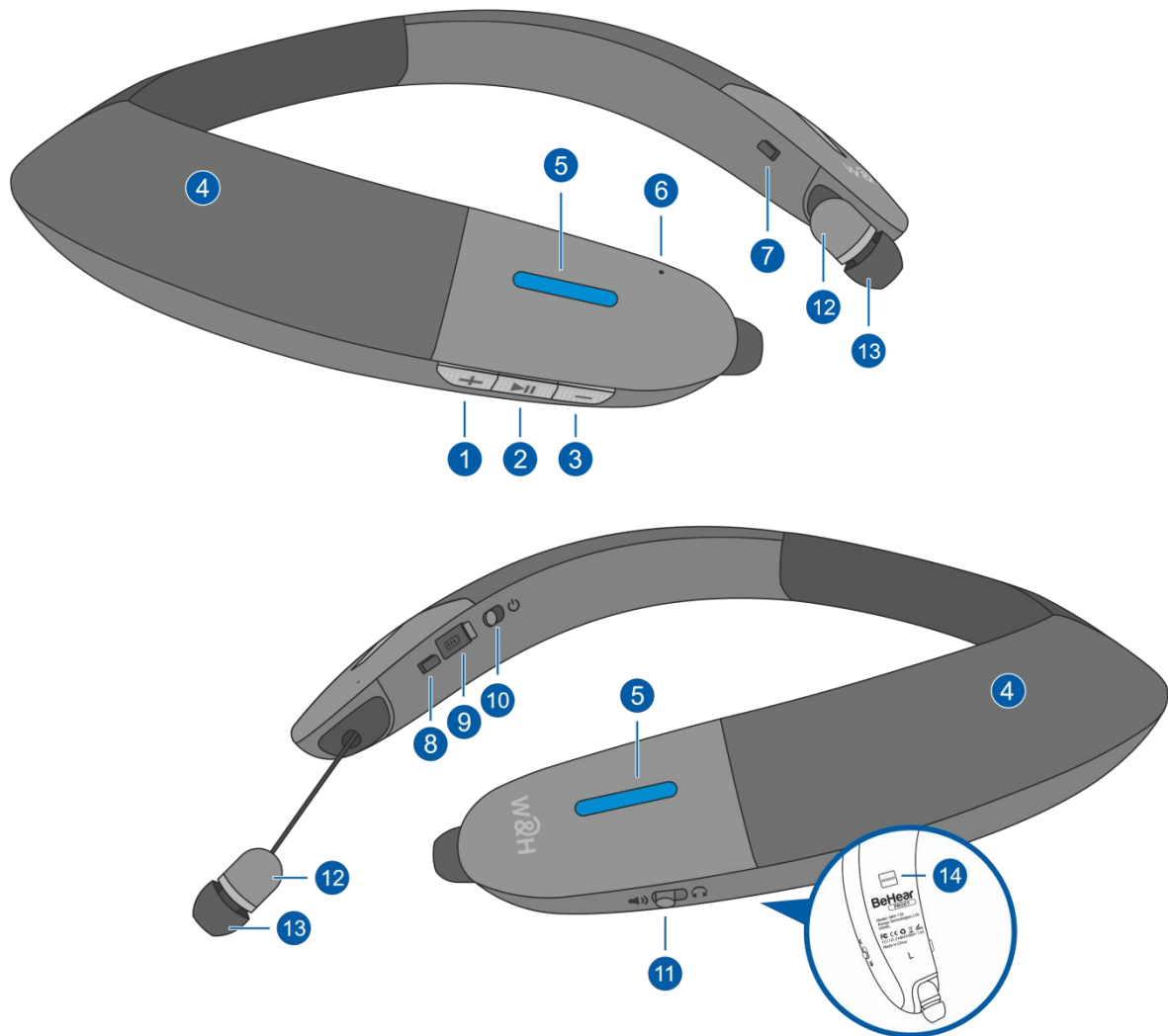
While the neck speaker itself includes a variety of controls to manage its functions, the W&H BeHear mobile application is also provided to complement these controls. The application allows the wearer to customize the speaker for his/her specific hearing capabilities and preferences, and further personalize 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
- **Management** of assistive listening functions during phone calls and media playback
- **Various device settings**, including default mode behavior, preferences for control, voice, tone and vibration alerts, and more

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



Device Overview



	Icon	Component	Function	
1		Volume up button	Short press to increase call/audio/ambient volume.	
2		Multi-functional button	Handle phone calls (read Handling Phone Calls) Handle listening to audio (read Listening to Audio) Handle personal hearing (read Personal Hearing)	
3		Volume down button	Short press to decrease call/audio/ambient volume.	
4		Loudspeakers (left and right)	Loudspeakers are located under the fabric covers.	
5		Notification LED (left and right)	Flashing red and blue	Neck speaker is in Bluetooth pairing mode
			Flashing blue	Neck speaker is connected to the Bluetooth device
			Flashing red	Neck Speaker is not connected to the Bluetooth device, or the battery is low
			Flashing purple	Personal hearing is active
			Steady red	Neck speaker is being charged
			Steady green	Neck speaker is charged (battery level >50%)
			Light blue	Neck speaker is powered on/off (toggle)

	Icon	Component	Function
6		Microphone	Embedded microphone for phone call and ambient sound amplification.
7		Left retractable button	Press and hold to retract left earphone
8		Right retractable button	Press and hold to retract right earphone
9		Micro-USB port	Open the cover to insert the supplied cable to charge the battery.
10		Power button	Shift and hold to turn BeHear PROXY on and off. Shift briefly to show battery level (when BeHear PROXY is on).
11		Mode switch	Switch between speakerphone and earphone operation modes.
12		earbuds earphones (left and right)	Pull the earbuds earphones gently to extract the cables and then place them in your ears.
13		Silicone ear buds	Mushroom type; extra-small, small, medium, large sizes Conical type; small, medium, large sizes Tulip (open fit) type; medium size Tube (open ear) type; extra-small size
14		Serial number label	Unique number identifying the BeHear PROXY neck speaker in the Connection screen of the W&H BeHear smartphone application

Note: You can modify functions for each button to make it convenient for frequently used actions and avoid occasional errors.

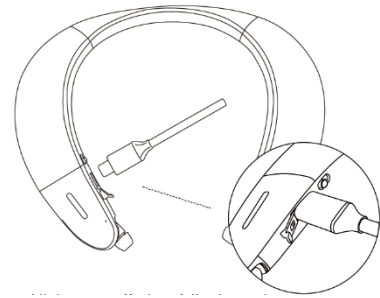
(*) Additional functions can be enabled for this button by W&H BeHear smartphone app as described in this manual.

()** The function can be disabled for this button by W&H BeHear smartphone app. [Basic](#)

Operation

Charging the Battery

1. Charging the battery lasts approximately three hours. We recommend to charge the battery before using your BeHear PROXY neck speaker for the first time its battery should be charged for approximately three hours. 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 PROXY.
3. A vibration in the neck speaker indicates that charging has started. During charging the LED on the neck speaker will be red, turning green when BeHear PROXY is fully charged.



Note: The BeHear PROXY neck speaker should not be used while charging.

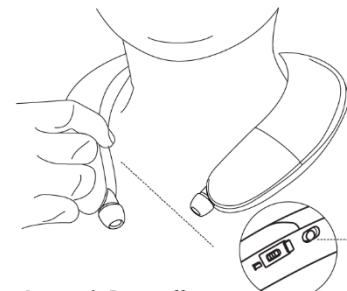
Turning the Headset ON and OFF

To turn on BeHear PROXY:

Shift and hold the Power switch until the unit vibrates and the LED turns light blue. Release the switch. It will return to its original position automatically.

To turn off BeHear PROXY:

Shift and hold the Power switch until the unit vibrates and the LED turns light blue. Release the switch. It will return to its original position automatically.



Note: Vibration can be disabled by changing a setting in the W&H BeHear application.

Checking the Battery Status

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

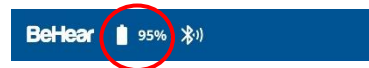
Checking the Battery Level using the Headset

When the device is powered on, quickly shift and release the Power switch. 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. The amount of charge left is also displayed as a numerical value measured in percentage.



Note: During neck speaker use, if the battery level drops below 10% the LED will flash red and a voice alert will be heard periodically.

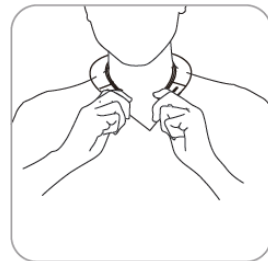
Wearing Instructions

BeHear PROXY is a neck loop style device where the flexible silicon neckband should be placed behind your neck and the hard plastic collar should rest on your shoulders.

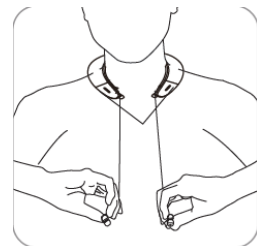
The ~~earbuds~~ [earphones](#) at the ends of the cables can be extracted from the collar and inserted into your ears.

Wear your BeHear PROXY neck speaker as described below:

1. Place the BeHear PROXY neckband behind your neck such that the hard plastic collar ends are on your chest and the fabric covers of the speakers face up.



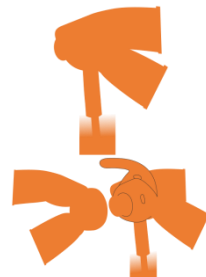
2. Pull the ~~earphones~~ ~~earbuds~~ gently to extract the cables. Insert the ~~earphones~~ ~~earbuds~~ into your ears. Your BeHear PROXY package contains several sizes and types of silicone ear buds, and you may have to experiment to find the buds that fit your ears most comfortably for continuous wear.



Fitting the Ear Buds to Your Ears

Your BeHear PROXY neck speaker comes with four shapes of silicone ear buds: conical, mushroom, tulip (open fit), and tube (open ear) in up to four sizes for each shape. The most common type and size of buds has already been attached to the ~~earbud~~ [earphones](#). However, if the buds do not fit snugly and comfortably in your ears you should remove the silicone covers from the earpieces and try different options, as follows:

1. Peel off the silicone ear bud ~~and ear hook~~ from the earpiece.
2. Place the replacement ear bud over the ~~ear bud~~ [earphone](#) speaker.



Getting Started

Pairing with Bluetooth Devices

Before you can start using your BeHear PROXY neck speaker 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 neck speaker into pairing mode (see [instructions below](#)), the pairing process will proceed. Follow to the application’s prompts (see [“Connection”](#) below).
- Using your smartphone’s Bluetooth setup process. (*This is **mandatory for iOS devices** – see the [“Connection with an iOS Phone”](#) section for detailed instructions.*) Make sure the Bluetooth function is turned on in the Bluetooth device. The neck speaker will appear in the list of available devices as BeHear PROXY.

How to Place the BeHear PROXY Neck Speaker into Pairing Mode

1. Make sure the BeHear PROXY neck speaker is powered OFF.
2. Then, shift and hold the power  button on the collar for **up to 5 seconds**, until the LED alternates red/blue.
3. When the pairing is complete the BeHear PROXY neck speaker will be connected to the Bluetooth device automatically, as indicated by the blue LED which blinks periodically every 5 seconds.

Pairing BeHear PROXY with Additional Bluetooth Devices

After pairing BeHear PROXY with the first Bluetooth device repeat the same steps to pair it with additional Bluetooth devices. Your BeHear PROXY neck speaker 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 neck speaker as described in the Reset the Neck Speaker section of this manual.

Connecting with Bluetooth Devices

Automatic Connection of Paired Bluetooth Devices

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

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

Choosing from Multiple BeHear PROXY Devices Paired to the Same Smartphone

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

Connecting Simultaneously to Two Different Bluetooth Devices

Your BeHear PROXY neck speaker supports multipoint connection mode, managing two Bluetooth connections simultaneously. For example, if you connect your neck speaker with two phones or with a phone and the **HearLink™ PLUS TV transmitter** (a Wear & Hear

companion product, sold separately), you can receive calls or listen to audio from either device without having to disconnect and reconnect.

RECOMMENDATION:

If a long time has passed between uses, shift the BeHear PROXY neck speaker Power button briefly to initiate reconnection to the paired Bluetooth device – HearLink PLUS transmitter or/and the smartphone.

BeHear PROXY neck speaker supports two typical connection use cases:

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



2. Two BeHear PROXY neck speakers are connected simultaneously to the same HearLink PLUS TV transmitter. Both users can be listening to TV audio at the same time.



Selecting Operation Mode

Your BeHear PROXY neck speaker operates in one of two modes:

- **Speakerphone mode** – for ears-free listening and mobile phone calls
- **Earphone mode** – for private listening, mobile phone calls, and personal amplification of ambient sounds

Use the mode switch to set the desired operation mode, as follows:

- To select **Speakerphone** mode set the switch to the  position.
- To select **Earphone** mode set the switch to the  position. Extract the cables

and insert the [earphones earbuds](#) into your ears.

Checking for Updates

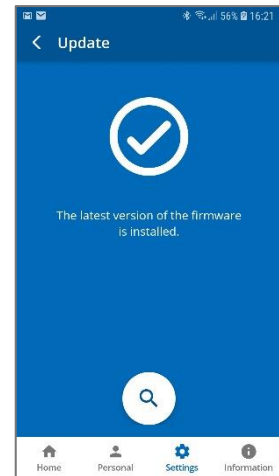
Keeping BeHear PROXY updated with the latest version of the firmware allows you to enjoy its most advanced features. We recommend checking for updates before you start using your neck speaker.

To check for an update:

1. Make sure the BeHear PROXY neck speaker is powered on and connected to a phone with the **W&H BeHear** application installed.
2. From the bottom menu of the app, choose the **Settings** option and tap the **Update** button in 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 firmware update process lasts for several minutes (typically 15-20) during which time the neck speaker and application must stay powered on and connected. We recommend verifying that the batteries in both the neck speaker and the phone be sufficiently charged prior to starting the update.

Personalization

We highly recommend that you adjust the acoustic performance of the neck speaker 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 manually. Tap the **Personal** option in the bottom menu and enter the values into the table in the **Editor**.

You can also choose any of the typical audiograms available in the **Library** of the application.

The results (whether generated from the hearing assessment, chosen from the library, or manually input into the editor) are automatically applied to BeHear PROXY neck speaker to create profiles that reflect your own hearing abilities. These personalized profiles ensure that you get the most benefit from BeHear PROXY, using it as a truly personal sound amplifier. Sounds from music play and phone calls are personalized as well.

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 based on your unique hearing profile. The results will be saved in the application and applied to the neck speaker. They will be used to adjust the audio performance of your personal BeHear PROXY neck speaker.

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 tap the **Settings** icon at the bottom of the **W&H BeHear** app screen and select the **Application** option. Scroll down to the **Hearing Assessment Mode** option.

Before Starting the Hearing Assessment

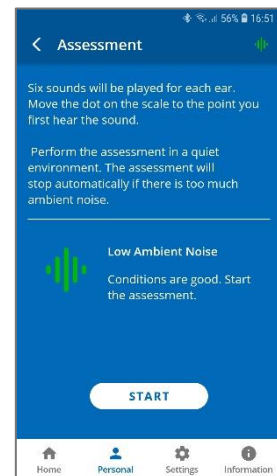
Before starting the assessment, you should verify the following:

- You have installed and launched the **W&H BeHear** app on your smartphone.
- You have selected the desired assessment mode – **Basic** (default) or **Advanced**, in the **Application** section of the **Settings** screen.
- The BeHear PROXY neck speaker is turned on and connected to the smartphone via Bluetooth.
- The BeHear PROXY neck speaker is set to the earphone mode.

Note: The hearing assessment can be conducted only when the neck speaker is in the earphone mode (the mode switch is in  position).

- You have chosen the silicone earbud tips which are most comfortable for your ears.
- You are wearing your BeHear PROXY neck speaker and the [earphones ear-buds](#) have been placed firmly in your ears.
- You are in a quiet environment.

Note: The **W&H BeHear** app 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, tap the **Personal** icon at the bottom of the **W&H BeHear** app screen and select the **Assessment** option. Tap the **START** button 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. Advancing to the next frequency (by pressing the **SAVE** button in the upper right-hand corner of the app) 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 round button on the scale and sliding it up until you clearly hear the sound. Then, slowly move the button down to the lowest level at which you can still hear the sound. You can do this as many times as needed to find the correct sound threshold level for your ear.
2. Once the slider is set to the desired position, tap the **SAVE** button at the top right corner of the screen.



3. Repeat that action for the five remaining testing sounds for the left ear, and then repeat the process for the right ear.
4. Save the results, as instructed by the app prompts.

Note: The “^” and “v” 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.

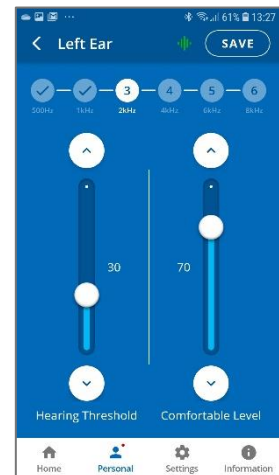
If you use the **Advanced** assessment:

1. Set the **Hearing Threshold** level by placing your finger on the round button on the scale and sliding it up until you clearly hear the sound, then slowly move it down to the lowest level at which you can still hear the sound. 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 **SAVE** button at the top right corner of the screen.
4. Repeat those actions for the five remaining testing sounds for the left ear, and then repeat the process for the right ear.
5. Save the results, as instructed by the app 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 relevant frequency indicator at the top of the screen to review and/or repeat the assessment for that frequency.



Hearing Assessment Results

Results of your hearing assessment are stored in the **W&H BeHear** app under a unique name. You can see them by tapping the **Personal** icon at the bottom of the app, selecting the **Library** option, and choosing the relevant assessment.

The assessment can be re-taken at any time.

Note: Only the most recently applied results are saved and used in the neck speaker.

Using BeHear PROXY

Listening to Audio

You can listen to audio from your TV set, mobile phone, or any other paired and connected Bluetooth device using your BeHear PROXY neck speaker.

Use the buttons on the right side of the neck speaker to handle audio play as follows:

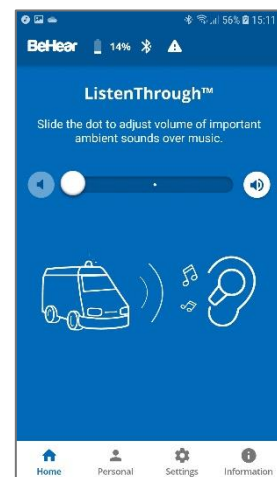
- Press  to play an audio source from the connected Bluetooth device. To pause the source  press again.
- To increase audio volume press  briefly. A long tone will be heard once you reach the maximum volume level.
- To decrease audio volume  press briefly. A long tone will be heard once you reach the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

ListenThrough™ – Stay Safe & Alert Function

When you set your BeHear PROXY neck speaker to the **earphone mode** (by placing the mode switch in  position), you can stay aware of important ambient sounds while listening to audio through the [earphones earbuds](#). The embedded ListenThrough™ feature passes ambient sounds to your ears even while the [earphones earbuds](#) are in your ears.

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

- Use the slider to set the desired volume of the ambient sound by touching the round button on the scale and dragging it left (softer) or right (louder).
- Set the large round dot on the slider to the far left to deactivate ListenThrough. Moving the large round dot to the right reactivates ListenThrough.



Use the neck speaker's multifunction button  to manage ListenThrough:

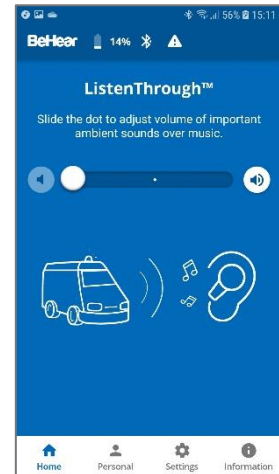
- To mute and unmute ambient sound during audio play press and hold down  the button. Voice prompts are played indicating whether ListenThrough mode is ON or OFF.

To define the multifunction button set the **ListenThrough Control** of the **Button Functions** to ON in the **Settings->Device** menu of the **W&H BeHear** app.

MuRefiner – Stereo Sound Enhancement Function

When you set your BeHear PROXY neck speaker to **speakerphone mode** (by placing the mode switch in  position), you can enjoy of enriched stereo sound while listening to audio. The embedded MuRefiner function processes the music to achieve a stereo effect and improve the clarity of the sound.

You can turn MuRefiner OFF and ON using the **W&H BeHear** app.



Use the neck speaker's multifunction button  to manage MuRefiner:

- To activate and deactivate sound processing during audio play press and hold down the  button.

Note: Ensure that the **MuRefiner Control** function of the **Button Functions** is enabled in the **Settings->Device** menu of the **W&H BeHear** app.

Handling Mobile Phone Calls

You can manage mobile phone calls in either neck speaker operation mode: – earphone or speakerphone mode.

Use the buttons on the right side of the neck speaker to handle mobile 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 **transfer** a call in progress to the phone, press and hold  down. The call will continue via the phone. To return the call to the headset, press and hold  down again.
- To **redial** the last dialed phone number double  click.

Note: Ensure that the **Call Control** function of the **Button Functions** is enabled in the **Settings->Device** menu of the **W&H BeHear** app.

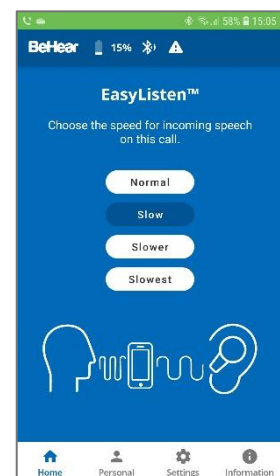
- To increase call volume press  briefly. A short tone will be heard indicating change of volume. A long tone will be heard once you reach the maximum volume level.
- To decrease call volume  press briefly. A short tone will be heard indicating change of volume. A long tone will be heard once you reach the minimum volume level.

EasyListen™ – Slowing Down Incoming Speech

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

Enable EasyListen and adjust the speech tempo using the **W&H BeHear** app, 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** button to activate EasyListen and set the desired speech tempo. A voice prompt will be heard once your choice is accepted.
- Tap the **Normal** button to deactivate EasyListen. Speech tempo reverts to normal.



You can define the buttons of the neck speaker to handle EasyListen:

- To activate EasyListen press and hold down the  button. A voice prompt indicates that the Slowest speech tempo is set automatically when EasyListen is activated.
- To deactivate EasyListen press and hold down  the button again. A voice prompt indicates that the speech tempo returned to Normal.

Note: Ensure that the **EasyListen Control** function of the **Button Functions** is enabled in the **Settings->Device** menu of the **W&H BeHear** app.

Personal Hearing Amplification

When you set your BeHear PROXY neck speaker to **earphone mode** (by placing the mode  switch in position), the neck speaker operates as a personal sound amplifier. Ambient sounds are amplified and transmitted from the microphone directly to your ears. Bluetooth pairing is not mandatory for this type of sound amplification.

RECOMMENDATION:

For best results we recommend turning off key tones (alerts, notification sounds, keyboard taps, etc.) in the smartphone connected to your BeHear PROXY neck speaker. Alternatively, place the phone in “vibrate” or “silent” mode. This will guarantee smooth and pleasant operation of your BeHear PROXY as a personal sound amplifier without undesired sound disruptions produced by background smartphone activity.

The default configuration of the personal sound amplifier supports optimal hearing for a typical home environment. This configuration can be used as is. It will be personalized automatically based on the results of the BeHear PROXY **Hearing Assessment**, which is included the **W&H BeHear** smartphone app. Furthermore, the configuration of the sound amplifier can be customized by the user in real-time to suit specific hearing situations. The customized configuration can either be saved as the new default or discarded.

Managing Personal Hearing Using the Headset Controls

Use the buttons on the right side of the neck speaker to manage Personal Hearing Amplification:

- 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 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.

Note: Ensure that **Hearing Amplification Control** function of the **Button Functions** is enabled in the **Settings->Device** menu of the **W&H BeHear** app.

Managing Personal Hearing Using the W&H BeHear App

- Use the slider to set the desired volume of the ambient sound by touching the round button on the scale and dragging it left (softer) or right (louder).
- Setting the slider to the far left will deactivate Personal Hearing amplification. Moving the slider to the right will reactivate amplification.
- Tap the large round button  to enter the advanced **Sound Tuning** screen.

Advanced Sound Tuning



- To find the most comfortable listening level for the current environment, touch and hold a square in the **Sound Tuning** grid with your finger until you feel the vibration. Wait for 1-2 seconds until the change is applied (a white frame will appear around the relevant square). Repeat this with other squares to find the position where the hearing is most pleasant to your ears. The Y axis represents changes in amplification (from low at the bottom to high at the top) and the X axis represents different sound frequencies. The dark blue arc indicates the effect of your choice on the amplification level for all the frequencies in the grid.
- Set the desired level of **Noise Reduction** by touching the round button on the scale and dragging it left (**Min**) or right (**Max**).
- Set the desired **Balance** between left and right ear by touching the round button on the scale and dragging it **Left** or **Right**.
- You can save your settings by tapping **SAVE** or restore the factory defaults by tapping **RESET**.

Note: If you deactivate Personal Hearing before saving your changes, your changes will be lost.



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.



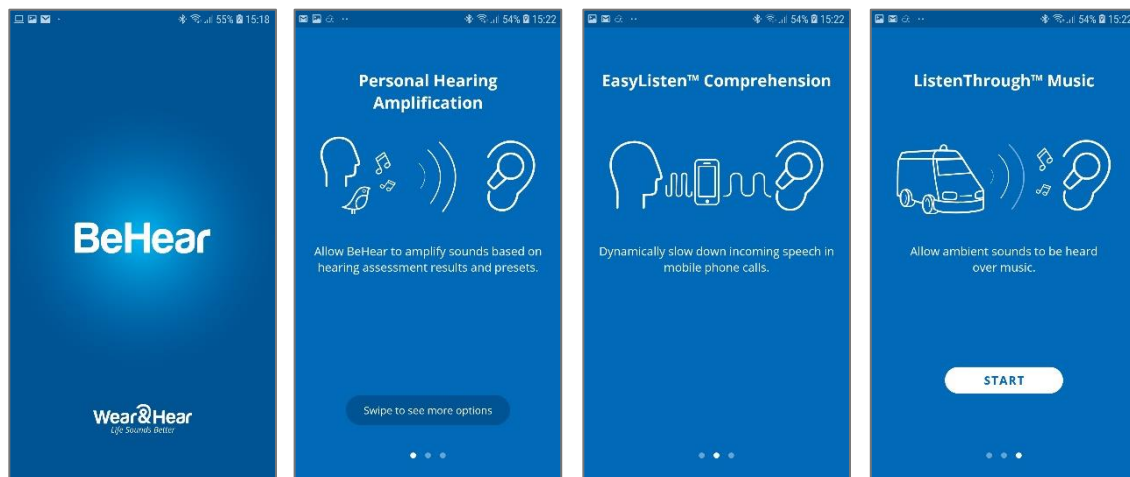
For iPhones

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 app is first launched after download. They provide brief descriptions of the major BeHear PROXY functions, such as Personal Hearing Amplification, EasyListen™ Phone Speech Comprehension, and ListenThrough™ Music Appreciation.



Navigate between the introduction screens by swiping the phone.

Tap the **START** button to continue using the app.

You can display these screens at any time by tapping the **Information** icon at the bottom of the app screen and choosing the **Introduction** option.

Connection

To manage the pairing and connection of your BeHear PROXY neck speaker with a Bluetooth device, such as a smartphone, tap the **Settings** icon at the bottom of the app screen and choose the **Connection** option.

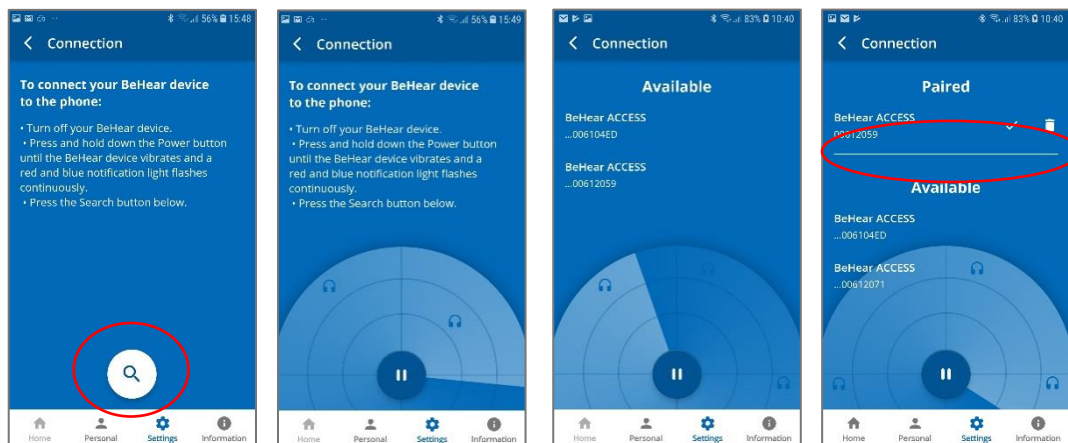
The app opens the Connection screen automatically when no BeHear PROXY neck speaker is connected to the phone.

You can display the Connection screen at any time by tapping the **Settings** icon at the bottom of the screen and choosing the **Connection** option.

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

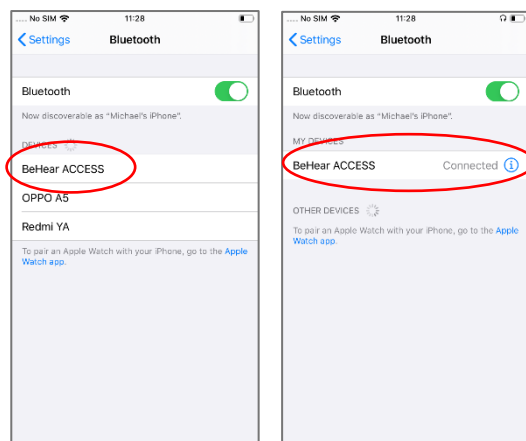
Connection with an Android Phone

1. Make sure your BeHear ACCESS is powered on and in [Bluetooth pairing mode](#).
2. In the **Connection** screen tap the search button (magnifying glass icon) to start the scan.
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 headset 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 app will display the Home screen.
 - To **disconnect** BeHear ACCESS tap the name of the connected device in the list. To **reconnect** BeHear ACCESS tap the name again.
 - To **unpair** BeHear ACCESS tap the  icon.



Connection with an iOS Phone

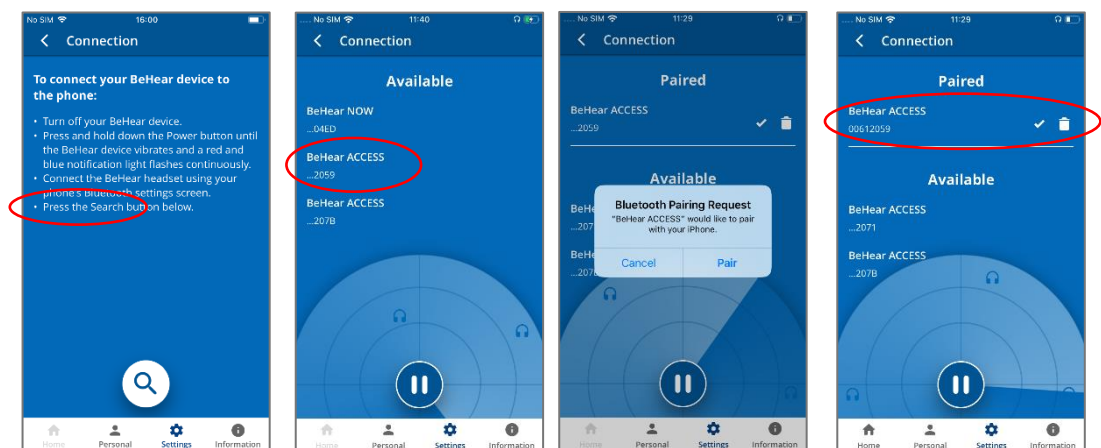
1. Make sure your BeHear ACCESS is powered on and placed in [Bluetooth pairing mode](#).
2. Use the Bluetooth section of the **Settings** application on your phone to add BeHear ACCESS to the list of **My Devices**.



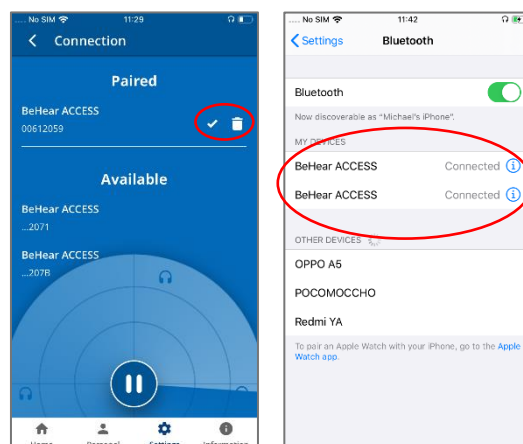
3. Launch the W&H BeHear app. In the list of **Available** devices look for the product name **BeHear ACCESS** followed by the last several characters of the serial number.
4. Make sure that the serial number matches the serial number printed on the inside panel of the BeHear ACCESS neck band (on the 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 the W&H BeHear app 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 app will display the **Home** screen.



- To **disconnect** BeHear ACCESS tap the name of the connected device in the list. To **reconnect** BeHear ACCESS tap the name again.
- 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.



WARNING:

The **Home** screen icon, as well as parts of other screens, are disabled (grayed out) when the BeHear PROXY neck speaker is not connected to the phone. Connect the neck speaker to a smartphone get full functionality of the application.

Home Screens

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

Tap the **Home** icon in the bottom menu to return to the Home screen from anywhere in the app.

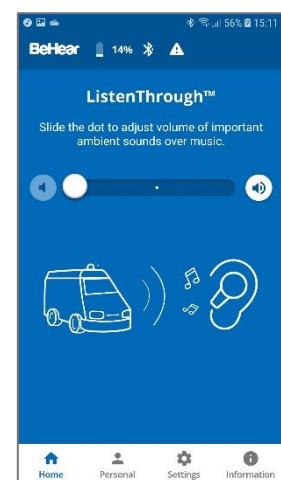


ListenThrough Audio Player State

This state of the Home screen appears during music play while BeHear PROXY is set to the **earphone** mode (the mode switch in position).

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

- Ambient sounds volume control slider with an option to turn the ListenThrough feature ON and OFF.



MuRefiner Audio Player State

This state of the Home screen appears during music play while BeHear PROXY is set to the **speakerphone** mode (the mode switch in position).

In this state the Home screen supports managing the MuRefiner function of the BeHear PROXY working as a stereo audio player. Available control functions are:

- ON/OFF switch to turn the MuRefiner feature ON and OFF.

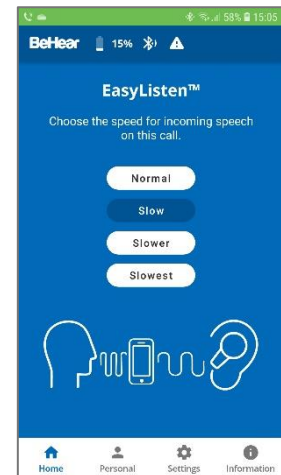


Phone Call State

In this state the Home screen supports managing the EasyListen function of the BeHear PROXY, working as a headset during the phone call. The state appears in any operation mode of the neck speaker.

Available control functions are:

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



Personal Hearing Amplification State

This state of the Home screen appears when no music play or phone call is active while BeHear PROXY is set to **earphone** mode (the mode switch is in  position).

In this state the Home screen supports managing BeHear PROXY as a personal sound amplifier.

Available control functions are:

- Hearing volume control slider with an option to turn hearing amplification OFF and ON.
- Tuning button  to manage advanced sound tuning options.



Idle State

This state of the Home screen appears when no music play or phone call is active while BeHear PROXY is set to the **speakerphone** mode (the mode switch  is in position).

There are no control functions available in this state.



Advanced Sound Tuning for Personal Hearing Amplification State

✓ Sound Tuning

This control allows you to adjust sound parameters for the Personal Hearing Amplification. Touch and hold any square in the grid until you feel a vibration under your finger. The selected square will be framed in white, and relevant sound changes will be applied to the headset.

Moving to the right from the center position increases the high frequency signals, while moving to the left increases the low frequency signals. Moving up and down increases and decreases sound gain.

The dark blue arc indicates how the modified selection affects the current audiogram.

Return to the recommended position (factory default) by tapping and holding the **Center** square.

✓ Noise Reduction

This control sets the desired level of Noise Reduction. Touch the round button and drag it left (**Min**) or right (**Max**).

The recommended setting (factory default) is indicated by a triangle.

✓ Volume

This control sets the desired volume of the ambient sound by touching the round button and dragging it left (softer) or right (louder).

✓ Balance

This control sets the desired amplification balance between left and right ears. This control manipulates the balance beyond what was determined by the hearing assessment.

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 neck speaker: phone calls, audio playback, and personal hearing.

Slide the round dot while listening to the tone to set the desired amplification balance between left and right ears.

Touch the triangle to reset the dot in the middle of the slider to return it to the levels determined by the hearing assessment, if performed.

Note: The hearing amplification is disabled temporarily while moving the slider.

✓ SAVE

The **SAVE** button saves the **Sound Tuning** and **Noise Reduction** settings. Other parameters are saved automatically once adjusted.

✓ RESET

The **RESET** button restores **Sound Tuning** and **Noise Reduction** settings of the active preset to their factory default values.



Personalization

Tap the **Personal** icon in the bottom menu to access the Personalization options.

✓ Library

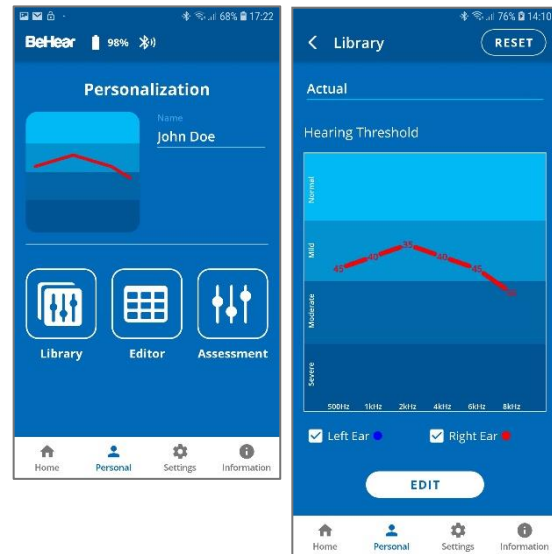
Tap the **Library** button to open the library of audiograms.

✓ Editor

Tap the **Edit** button to open the editor where personal audiogram values can be entered and modified manually.

✓ Assessment

Tap the **Assessment** button to start the Personal Hearing Assessment (to personalize your neck speaker).



Note: The **Assessment** button is available when the neck speaker is in the earphone mode only (the mode switch is in  position).

✓ User Name

Unique names are generated and saved as the User Name for each personal audiogram saved in the library. You can edit the name by tapping on it.

✓ Actual Audiogram

The displayed chart depicts the current audiogram values of the connected BeHear PROXY neck speaker. Tap the chart to display the audiogram in full screen mode.

Here you can:

- ✓ View the current values
- ✓ Tap **RESET** to reset the values and restore the default presets
- ✓ Tap **EDIT** to enable manual editing of the values

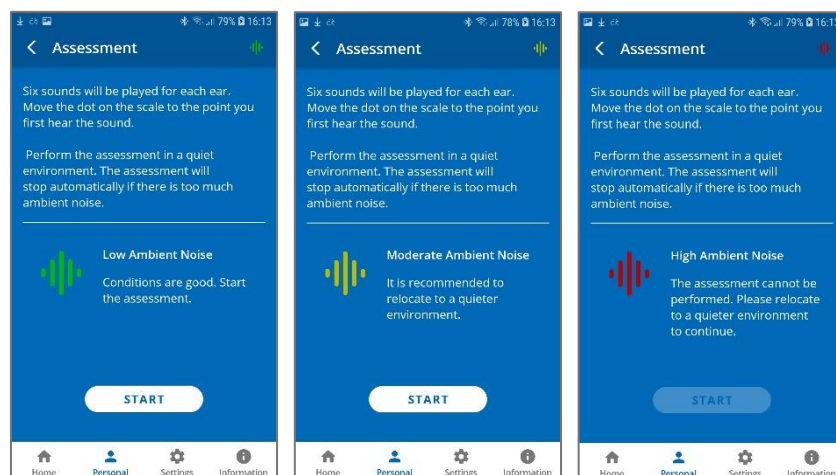
Personal Hearing Assessment

Choose the **Assessment** option in the menu to access the hearing assessment screens.

Initial screens of the Hearing Assessment allow you to:

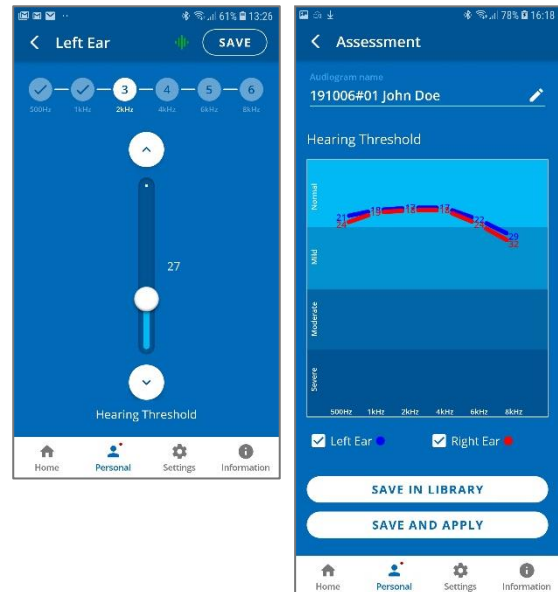
- Start the assessment
- Resume a previously interrupted assessment, or discard it and start a new assessment.

You can perform the assessment only if you are in a quiet environment. It is not possible to perform the assessment if the ambient noise level (as determined by the app) is too high.



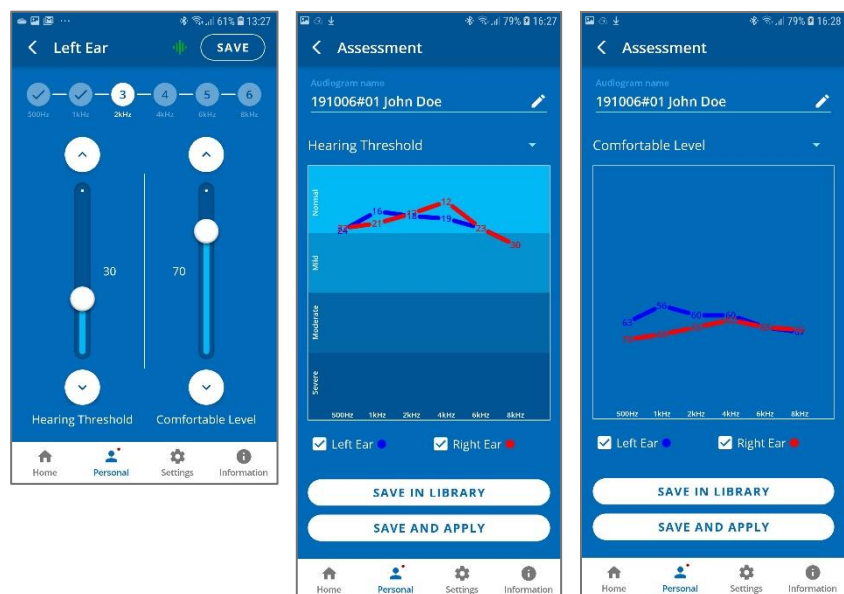
If the **Basic** assessment has been selected in the Device Settings:

- The assessment screens contain a single slider.
- In order to progress with the assessment, you must tap **SAVE** (at the right top corner of the screen) after setting the slider for each frequency.
- The assessment results shown after completing the assessment display a single chart for the hearing threshold results (for both ears).



If the **Advanced** assessment has been selected in the Device Settings:

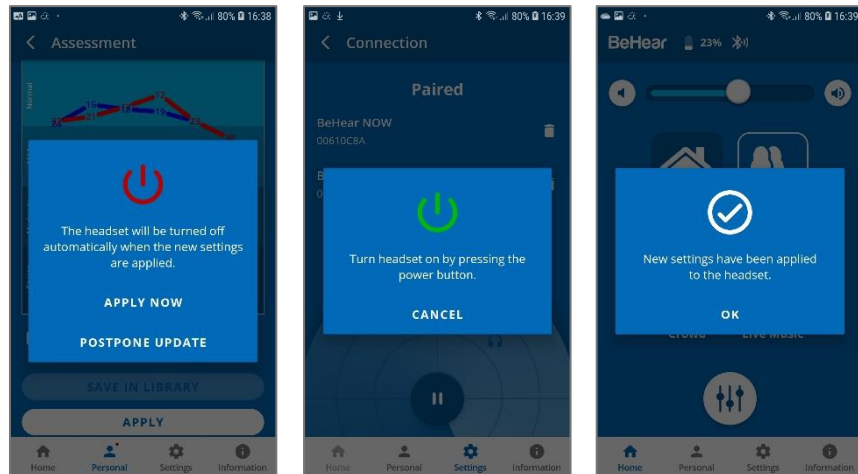
- The assessment screens contain two sliders.
- In order to progress with the assessment, after setting the slider for each frequency you must tap **SAVE** (at the right top corner of the screen). The assessment results shown after completing the assessment display two charts, one for Hearing Threshold and the other for Comfortable Level. To display the relevant results tap the chart name.



To save the assessment results and apply them to the neck speaker:

- Tap **SAVE IN LIBRARY** to store the results in the app library. These results may be retrieved and applied to the neck speaker at a later time. The file name is created automatically.
- Tap **SAVE AND APPLY** to store the results in the app library **and** apply the personalized parameters to the connected BeHear PROXY neck speaker.
- Choose **APPLY NOW** in the notification dialog to apply the results to the BeHear PROXY neck speaker. The neck speaker will shut down automatically. You must turn on the neck speaker manually following notification on the screen to complete the upload process.

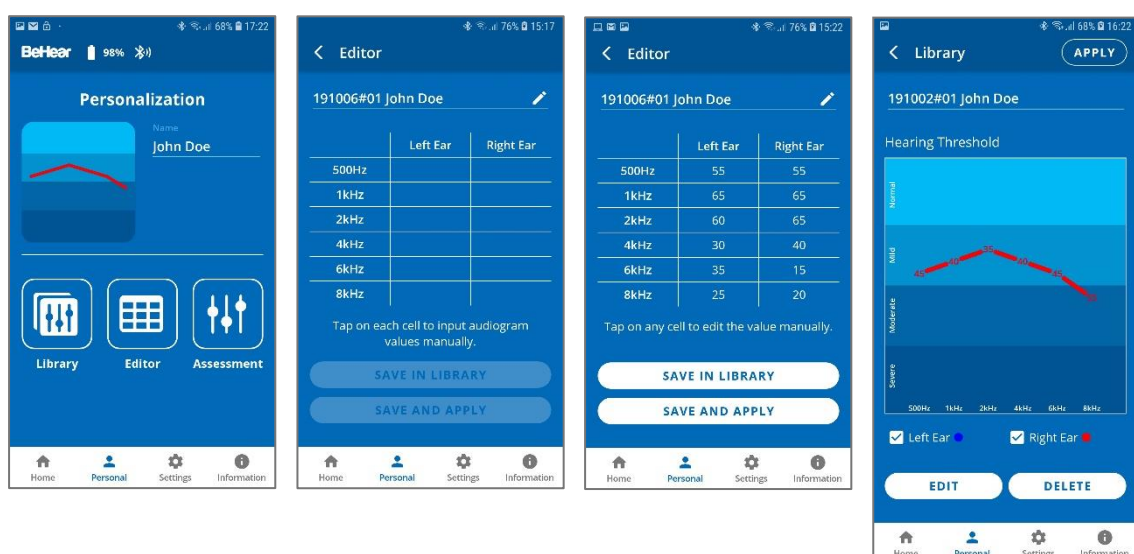
- If the **POSTPONE UPDATE** option is selected, the neck speaker and the app will continue to operate normally (without applying the results of the assessment until the neck speaker is turned off). The warning icon , along with a red dot near the **Personal** icon will remind you that you have a postponed action. Results of the last assessment are applied automatically when the neck speaker is turned back on.



Edit Audiogram

The **Editor** allows you to create a new audiogram by entering hearing loss values manually (typically from the results of a hearing test performed elsewhere). Modifications of existing audiograms can be done here as well.

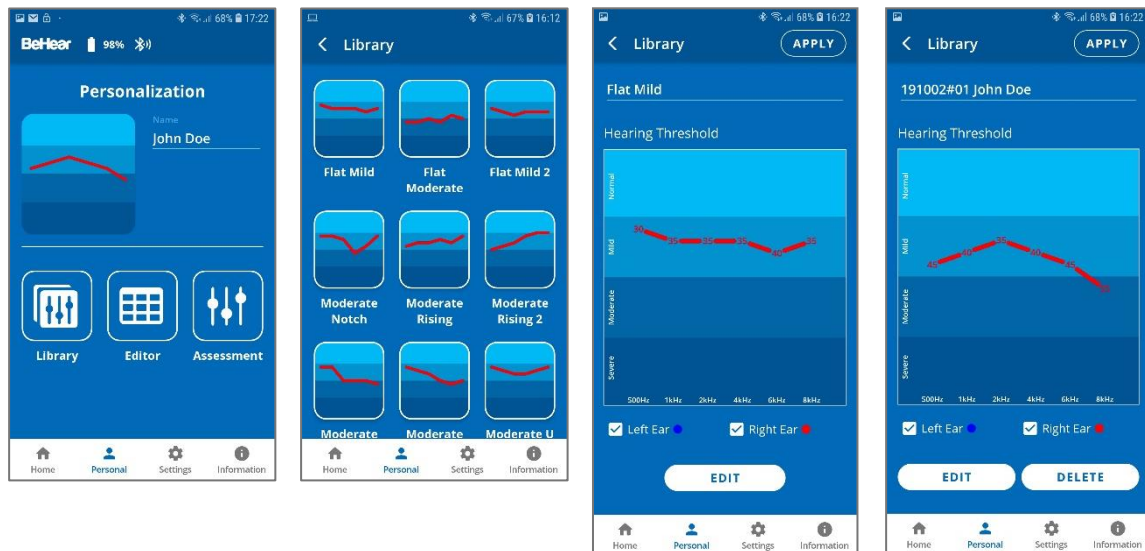
- Choose **Editor** in the Personalization screen to open an empty table for inputting values. The automatically created file name can be changed by tapping on it.
- Input the hearing loss values as they appear in your external audiogram.
- Tap **SAVE IN LIBRARY** to store the file or **SAVE AND APPLY** to store the file and apply these personalized parameters to the connected BeHear PROXY neck speaker.
- To modify an existing audiogram, tap **EDIT** while viewing the relevant chart.



Library of Audiograms

The app library contains typical preinstalled audiograms as well as audiograms you have saved.

- Choose **Library** in the Personalization screen to open the gallery of audiograms.
- Tap a chart in the list to display its values in full screen.
- Tap **APPLY** to upload the audiogram to your connected BeHear PROXY neck speaker.
- Tap **EDIT** to manually edit the existing values.
- Tap **DELETE** to remove this user audiogram from the library. The preinstalled typical audiograms cannot be deleted.



Settings

Customization of both the neck speaker and the app is done via the Settings screen. Display the Settings screen by choosing the **Settings** icon in the bottom menu.

✓ Connection

Tap the **Connection** button to manage the Bluetooth connection of BeHear PROXY neck speaker with the app.

Refer to the Connection section of this manual for detailed explanations.

✓ Application

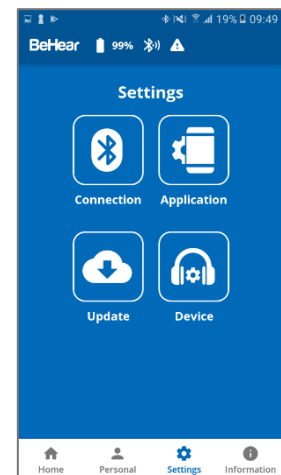
Tap the **Application** button to manage app settings.

✓ Device

Tap the **Device** button to configure the connected BeHear PROXY neck speaker.

✓ Update

Tap the **Update** button to manage firmware updates for the connected BeHear PROXY neck speaker.



Application Settings

✓ Language

This setting defines the language of the app interface.

✓ 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.

The recommended setting (application default) is **Basic**.

✓ Headset Update Check

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

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

The recommended setting (application default) is **Auto**.

✓ Headset Update Download

This setting determines the preferred network connection when downloading updates for the neck speaker firmware:

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

The recommended setting (application default) is **Wi-Fi only**.

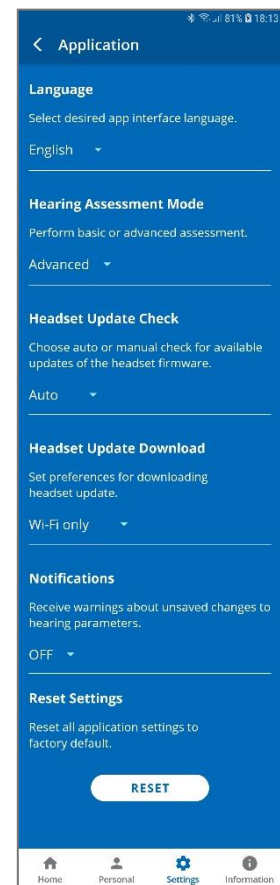
✓ Notifications

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

The recommended setting (application default) is **OFF**.

✓ Reset Settings

Tap the **RESET** button to restore application defaults.



Device Settings

✓ 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 neck speaker or by moving the slider on the Personal Hearing screen in the application.

The recommended setting (device default) is **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 neck speaker or by moving the slider on the ListenThrough screen in the application.

The recommended setting (device default) is **OFF**.

✓ MuRefiner Music

This setting defines the automatic activation behavior for the MuRefiner function of stereo sound enhancement 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 neck speaker or by tapping the **ON/OFF switch** on the MuRefiner screen in the application.

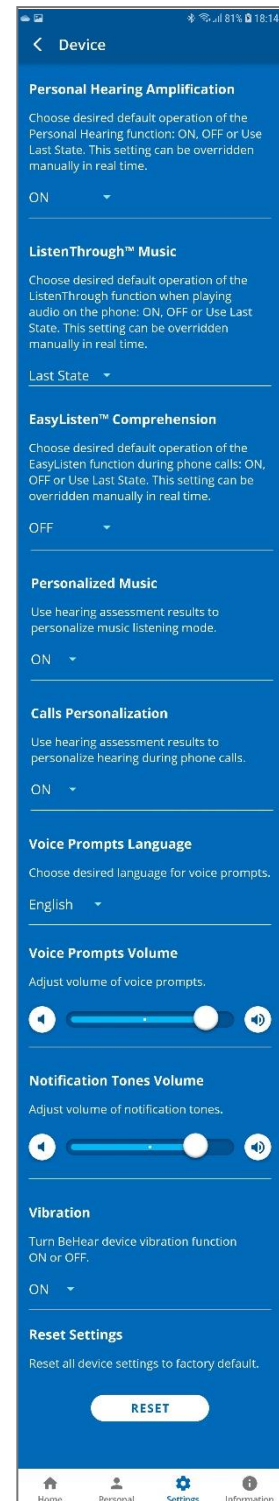
The recommended setting (device default) is **ON**.

✓ 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

The recommended setting (device default) is **OFF**.



✓ **Personalized Music**

This setting enables or disables sound personalization according to the hearing assessment results for music listening.

The recommended setting (device default) is **ON**.

✓ **Calls Personalization**

This setting enables or disables sound personalization according to the hearing assessment results for phone calls.

The recommended setting (device default) is **ON**.

✓ **Voice Prompts Language**

Choose the desired language for voice prompts in the BeHear PROXY neck speaker. The list of available languages may vary depending on the hardware and software versions of the device.

✓ **Voice Prompts Volume**

This control sets the desired volume of the voice prompts by touching the round button and dragging it left (softer) or right (louder).

✓ **Notification Tones Volume**

This control sets the desired volume of the notification tones by touching the round button and dragging it left (softer) or right (louder).

✓ **Vibration**

This setting controls vibration notification behavior in the BeHear PROXY neck speaker for the following events:

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

The recommended setting (device default) is **ON**.

✓ **Button Functions**

This setting customizes operation of the buttons in the BeHear PROXY neck speaker for the following functions [of the manual control](#):

- Call control
- EasyListen control
- ListenThrough control
- MuRefiner control
- Personal Hearing Amplification control

Set any function to ON state enables manual control of the function using the buttons as described in this manual.

The recommended settings (device defaults) are:

- | | |
|--|------------|
| • Call control | ON |
| • EasyListen control | ON |
| • ListenThrough control | OFF |
| • MuRefiner control | OFF |
| • Personal Hearing Amplification control | ON |

Update

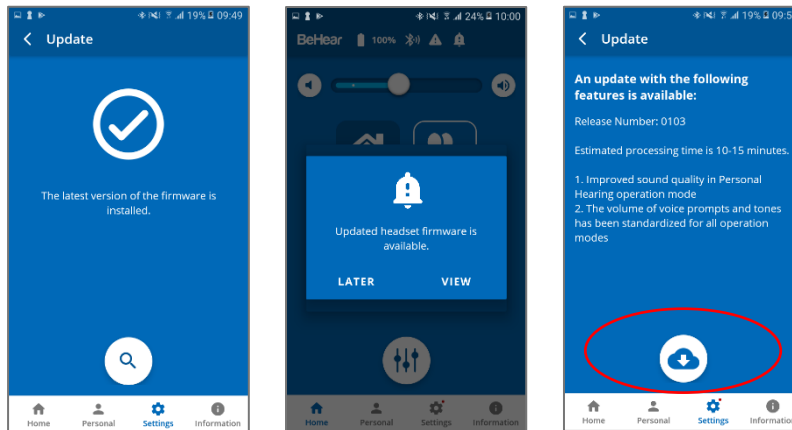
The app supports firmware updates of the connected BeHear PROXY neck speaker, allowing users to enjoy its most advanced features.

You can verify the availability of an update manually by checking the **Update** button in the **Settings** screen.

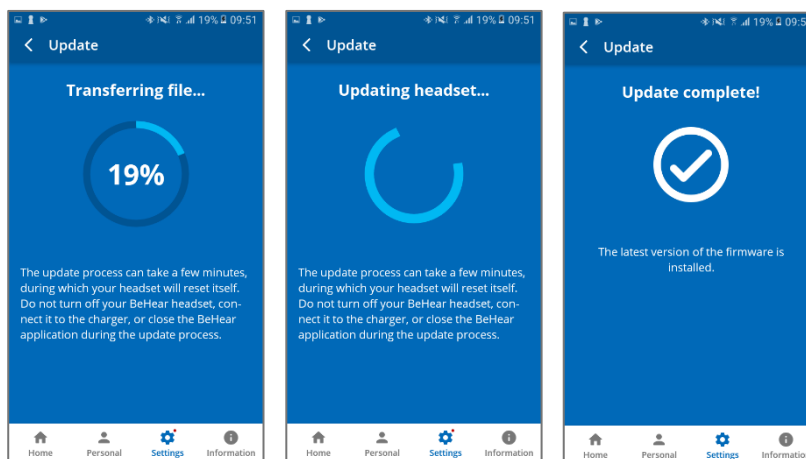
We recommend choosing the **Auto** option for the **Headset Update Check** in the **Application** section of the **Settings** to get automatic notification whenever a new update is available. In

this case, this icon  will appear in the notification area.

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



To initiate the process of downloading the firmware and updating the neck speaker tap the **Download** icon. The process will last for several minutes during which time the neck speaker and application cannot be used. Normal operation resumes automatically when the update is complete.



To postpone an update, choose **Later** or exit the **Headset Update** screen. 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 **Update** button in the **Settings** screen.

WARNING:

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

Information

Information and tutorials about the neck speaker and the application are accessible via the **Information** screen. Display the Information screen by tapping the **Information** icon in the bottom menu.

✓ Introduction

Tap the **Introduction** button to view introduction screens providing brief descriptions of the major BeHear PROXY functions.

Refer to the Introduction Screens/Introduction Screens section of this manual for detailed explanations.

✓ Tutorials

Tap the **Tutorials** button to watch YouTube video tutorials online.

✓ Version

Tap the **Version** button to check information about the application and the connected BeHear PROXY neck speaker.

✓ Terms of Use

Tap the **Terms of Use** button to review the legal terms of use for the application and connected BeHear PROXY neck speaker.

✓ FAQ

Tap the **FAQ** button to find answers to frequent customers' questions in the Wear&Hear website.

✓ Support

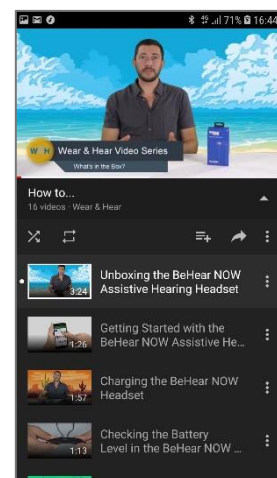
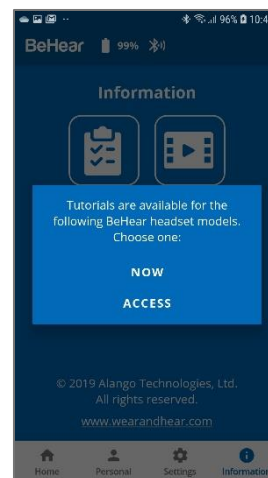
Tap the **Support** button to find contact information for technical support.



Tutorials

Select **PROXY** in the list of products to watch YouTube video tutorials for BeHear PROXY neck speaker online.

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



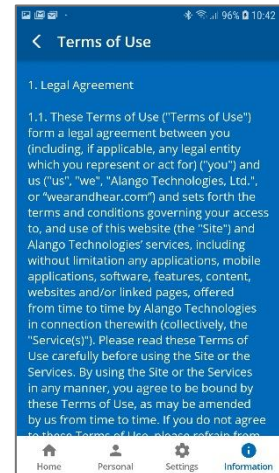
Version

Display the information about the W&H BeHear application and connected BeHear PROXY neck speaker by choosing the **Version** option in the Information screen.



Terms of Use

Review legal terms of use for the W&H BeHear application and connected BeHear PROXY neck speaker by choosing the **Terms of Use** option in the Information screen.



FAQ

Find answers to frequent customers' questions in the Wear&Hear website by choosing the **FAQ** option in the Information screen.



Support

- ✓ Find contact information for technical support by choosing the **Support** option in the Information screen.
- ✓ Send device and app information to support service by tapping **SEND** button.



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 ControlsManaging Personal Hearing Using the Headset Controls)Check ear caps for debris
Ear buds are uncomfortable	Experiment with different silicon ear buds (see Fitting the Ear Buds to Your EarsFitting the Ear Buds to Your EarsFitting the Ear Buds to Your Ears)
Ambient noise too loud during music play	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 DevicesPairing 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 PROXY outdoors, we recommend that you carry the smartphone connected over Bluetooth with the BeHear PROXY 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 PROXY neck speaker It will guarantee smooth and convenient operation of your BeHear PROXY as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.

Reset the Neck Speaker

If your BeHear PROXY 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 PROXY neck speaker.
 - Press and hold these three    buttons simultaneously for approximately 8 seconds until a purple LED blinks twice.
 - The neck speaker will restart and then enter pairing mode automatically.
- **To restart the BeHear PROXY neck speaker and restore the original factory configuration:**
 - Power on the BeHear PROXY neck speaker.
 - Press and hold these three    buttons simultaneously for approximately 8 seconds until a yellow LED blinks once.
 - The neck speaker will turn off automatically.
 - Power on the headset.

Updating the Neck Speaker

Make sure your BeHear PROXY 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 neck speaker if a new version is available, using the W&H BeHear smartphone app.

Legal Information

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

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

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

All product and company names mentioned herein are the trademarks or registered trademarks of their respective owners. Any rights not expressly granted herein are reserved.

All other trademarks are property of their respective owners.

FCC Compliance 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

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 ID: 2AM3SABH-130

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 PROXY type **ABH-130** 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 301 489-1 V2.2.0,
EN 301 489-17 V3.2.0,
EN 50332-1:2013,
EN 60950-1:2006 + A11:2009 + A1:2010+A12:2011 + A2:2013,
EN 62479:2010
- Restriction of Hazardous Substances (RoHS) Directive **2011/65/EU & (EU)2015/863** by appropriate standards
IEC 62321-3-1:2013 Ed1.0 / IEC 62321-5:2013 Ed1.0,
IEC 62321-4:2013 + A1:2017 Ed1.1,
IEC 62321-7-2:2017 Ed1.0 / IEC 62321-6:2015 Ed1.0,
IEC 62321-7-1:2015 Ed1.0 / IEC 62321-8:2017 Ed1.0
- Reuse / Recycling / Recovery Targets under the Waste Electrical and Electronic Equipment (WEEE) Directive **2012/19/EU**

Tirat Carmel, May 2019



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.