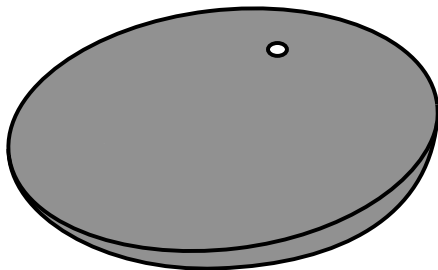


connexx



TV Sound

User guide | Master

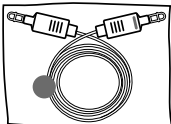
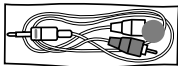
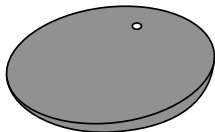
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Welcome

Package contents



- TV Sound device
- Micro USB cable
- Analogue audio cable (mini jack-to-phono)
- Optical TOSLINK audio cable



Read this booklet and the user instructions for your hearing aids carefully before you start using the device.

Intended purpose / Intended use

This device is intended as a wireless sound transmitter from a television to supported hearing aids.

Important safety information

Read this section carefully before you start using the device.



WARNING

Risk of electric shock!

- ▶ Connect audio input only to a device conforming to safety standards IEC 60065, IEC 60950, EN 62368.



WARNING

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e.g. in mining areas).



WARNING

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



WARNING

Your device is sensitive to low air pressure, extreme heat, high humidity, strong magnetic fields ($> 0.1\text{T}$), X-rays and mechanical stress.

- ▶ Do not expose your remote control to extreme temperatures or high humidity, and dry it quickly if it gets wet.

Do not immerse your device in water.

Never dry your devices in the micro-wave or oven.

Do not use any kind of liquid or disinfectant to clean your device.

Keep the device protected from dust or external particles.



NOTICE

Different types of strong radiation, e.g. during X-ray, MRI procedures, proximity of idle MRI or CT scan, may damage the device.

- ▶ Do not use the device during these or similar procedures.

Weaker radiation, e. g. from radio equipment or airport security, does not damage the device.



NOTICE

Your device is designed to comply with international standards on electromagnetic compatibility, but interference with nearby electronic devices could occur. In this case, move away from the source of interference.



WARNING

Active implants

- ▶ Caution must be taken with active implants. If you have an active implant, contact the manufacturer of your implanted device for information about the risk of disturbance.



WARNING

This device may interfere with measuring and electronic equipment.

- ▶ Do not use your device on airplanes or areas where sensitive or life-supporting electronic equipment is used.



NOTICE

- ▶ Recycle hearing aids, accessories and packaging according to local regulations.



WARNING

Never try to open or repair the device yourself. Contact your hearing care professional if you need to have your device repaired.



WARNING

Note that any unauthorized changes to the device may cause damage to the device or cause injury.

- ▶ Use only approved parts and accessories. Contact the customer service for support.
- ▶ Do not modify this equipment without authorization from the manufacturer.
- ▶ If this equipment is modified, appropriate inspection and testing must be conducted to ensure safe use of the equipment.



NOTICE

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) to other radio communications equipment.



NOTICE

In case of a serious incident, report the occurrence to the manufacturer of the device and the competent authority under whose jurisdiction the user and/or patient resides.

Environmental conditions

The device is designed to operate within the temperature, humidity and atmospheric pressure ranges of 0 °C to 45 °C (32 °F to 113 °F), 5–93% rH, and 700–1060 mBar.

The device should be stored within the temperature and humidity ranges of 10 °C to 40 °C (50 °F to 104 °F), 10–80% rH, and 700–1060 mBar.

The device should be transported within the temperature, humidity and atmospheric pressure ranges of -20 °C to +60 °C (-4 °F to +140 °F), 5–90% rH, and 700–1060 mBar.

Getting started

Powering the device

To power the device, do the following:

- Connect the Micro USB cable (green) to the socket (green) on the back of the device.
- Connect the other end of the cable to the USB socket on the back of your TV.
- Turn on your TV.

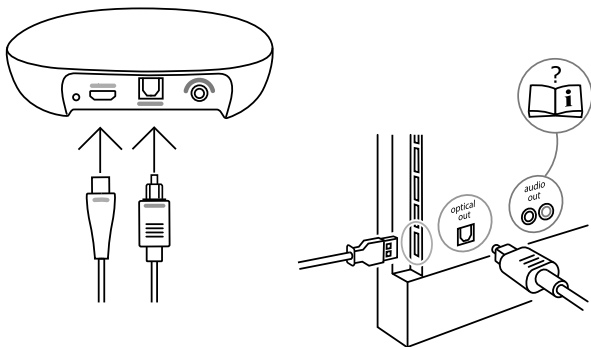


If your TV doesn't have a USB socket, you can use a standard USB wall charger (not included). The wall charger should supply at least 150 mA (0.75 W) of power.

Connecting the device to your TV

Option A: using the optical cable

For audio connection, we recommend that you use the optical cable (blue) to connect the device to your TV, as this gives you the best audio quality.



- Remove the protection caps from both ends of the optical cable.
- Connect the optical cable (blue) to the corresponding "Optical IN" socket (blue) on the back of the device, and then connect it to the "Optical OUT" socket on the back of your TV.



Don't keep the device in a drawer; this might shorten the transmission range.



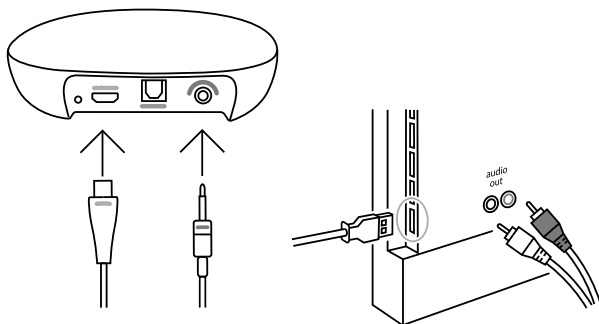
When using the optical cable to connect the device to your TV, the following digital formats are supported: Digital stereo (PCM), Dolby® Digital* It may be necessary to configure your TV, DVD player or home theater system to choose one of the supported audio formats. Note that the device may not be able to stream sound from unsupported audio formats.



You can verify that there is a signal in the optical cable by looking into the end that goes into the device. If you see a red light, there is a signal.

Option B: using the analogue audio cable

You can also use the analogue cable to connect the device to your TV. To do so, follow these steps:



* Dolby and the double-D symbol are registered trademarks of Dolby Laboratories.

- Connect the plug (purple) on the analogue cable into the socket on the back of the device.
- Connect the analogue audio cable into the corresponding sockets on the back of your TV.



Use either the optical cable option or the analogue cable option to connect your device to the TV. You don't need to use both.



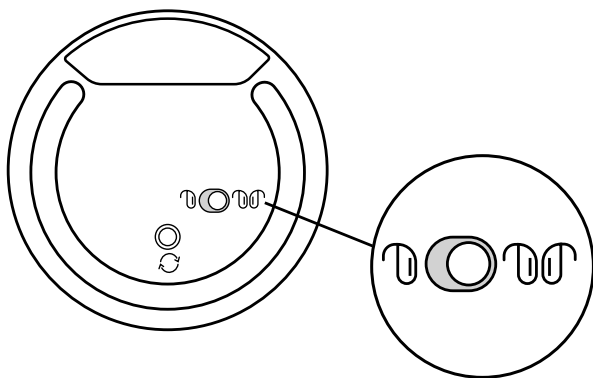
If you have connected both the optical cable and the analogue audio cable, the device will choose the source from the optical connection if there is a signal in the optical cable. If there is no signal in the optical cable, the device will choose the analogue connection.

Using an external audio transmitter (e.g. a sound bar)

You can use an external audio transmitter like a sound bar with the device. If the external audio transmitter requires a digital optical audio connection, the "Analog IN" socket on the device can be used as an "Optical OUT" socket. To use the "Analog IN" socket as an "Optical OUT" socket, connect it to an optical 3.5 mm adapter. An optical 3.5 mm adapter is not included with your device, but must be acquired separately.

Setting up the device for one or two hearing aids

You can set up your device according to your needs using the slider on the bottom of the device. If you have one hearing aid, choose the monaural setting, and select the binaural setting if you are using two hearing aids.



Mono sound

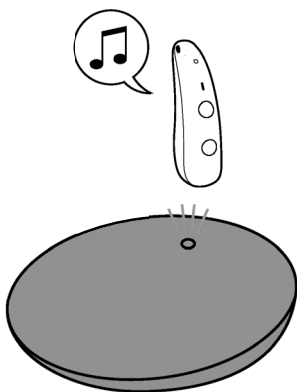


Stereo sound

Pairing the device with your hearing aids

You need to pair your device and hearing aids before you start streaming sound from your TV. Do as follows:

- Power your device by turning on your TV. Refer to the section "Powering the device" for more information.
- Restart your hearing aids by placing them in the charger for a minimum of three seconds and then removing them, by turning them off and on again, or by opening and closing the battery compartment.
- Keep the hearing aids in pairing range of the device while pairing (0–0.2 metres).
- The LED on the device pulses blue while the device is attempting to pair with the hearing aids.
- When the device has successfully paired with the hearing aids, the LED on the device glows solid blue, and the hearing aids play a tone.



i

Your hearing aids are only in pairing mode for three minutes after you restart them. You might need to restart them again if you didn't pair them in time.



Your hearing aids are not paired with the device at the same time, but individually, one after the other.



The device can be used to stream sound to more than one user at a time. If you need this option, simply follow the same pairing procedure above.



If your hearing aids are paired to a phone that is close by, turn off Bluetooth on the phone before pairing the hearing aids with the device.

Removing a pairing

Pairings with hearing aids are removed from the device in two ways. To remove all pairings from the device, do the following:

- Hold down the reset button on the back of the device for five seconds. The LED on the device turns off.
- Stop holding down the button. The device resets and removes all pairings.

To remove a pairing using the app, follow these steps:

- Open the TV Sound program on your app, and enter the Sound Menu.
- Tap the three dots on the top right corner of the Sound Menu.
- Press the Delete pairing button and accept deleting a pairing.

Using the device

Using the device with the app

Once the device has been paired with your hearing aids, it will be ready to use via your app. To start listening to your TV, do as follows:

- Start by checking that your hearing aids are paired with your phone.
- Open the app.
- Go to the program selection screen, and select the dedicated TV streaming program.
- Alternatively, go to the streaming page, and press the play button.
- To stop listening to the sound from your TV, change to another listening program, or press the stop button on the streaming page.

Using the device without the app

Your Hearing Care Professional has added a general streaming or dedicated TV streaming program to your hearing aids. When the hearing aids are paired with the device, use the program button or remote control to find the correct streaming program on your hearing aids.



To comply with FCC RF exposure requirements, the device and the antenna for this device must be installed to ensure a minimum separation distance of 20 cm or more from a person's body. Other operating configurations should be avoided.

Adjusting the volume of the TV sound

Adjust the volume of the hearing aids and TV sound using the sliders for microphone volume and streaming volume on your app screen. Without the app you can adjust the TV sound volume via the remote control using the volume buttons.



Your Hearing Care Professional can also adjust the balance between the streaming signal and surrounding sounds according to your preference.

Making phone calls while using the device

If you have an iPhone or Android with direct streaming, just answer incoming calls as you usually do on your phone.



If the phone call is not streamed to your hearing aids, try changing to another listening program using your app.

Additional information

LEDs

LED	Meaning
Constant green light	The device is on, paired, and streaming.
Pulsating green light	The device is on, but not streaming. The LED will also pulse green the first time you turn on the device, or after a reset.
Constant blue light	One or both of your hearing aids have been successfully paired with the device.
Pulsating blue light	The device is searching for hearing aids to pair with, or attempting to establish a pairing.
Pulsating orange light	The reset button has been pressed briefly, and streaming has been stopped for 30 seconds. Press the reset button again to resume streaming, or wait 30 seconds for streaming to resume automatically.
Blinking red light	The device has encountered an error.
Pulsating red light	The device is overheating. Let the device cool down before use.
Constant red light	The device is receiving an unknown sound format.

Resetting the device

The button on the back of the device is a reset button. Reset your device by following these steps:

- Hold down the reset button until the LED light on the device turns off (about five seconds).
- Release the button. The device reboots and removes all existing pairings from the device.



If you reset your device, you'll have to pair your hearing aids with the device again.

Maintenance

Clean your device using a soft, dry cloth, or vacuum clean it with a soft nozzle.



Don't wash your device and never immerse it in water or any other liquid.

Troubleshooting

These pages contain advice on what to do if your device stops working or if it doesn't work as expected. If the problem persists, contact your hearing care professional.

Problem	Possible cause	Solution
I cannot pair my hearing aids with the device	The hearing aids are paired with a nearby phone	Turn off Bluetooth on the phone while pairing the hearing aids with the device

Problem	Possible cause	Solution
There is no sound from the TV in my hearing aids	a. The hearing aids and the device are not paired b. The device is not connected properly to your TV c. The audio source is not turned on d. The hearing aid batteries are almost flat e. Your hearing aids are not in the TV Sound program f. The volume is too low g. Your device needs to be reset and paired with your hearing aids	a. Pair the device and your hearing aids b. Check that the device is properly connected to the TV c. Turn the audio source on d. Change the hearing aid batteries, or charge the hearing aids e. Select the TV Sound program on the app f. Turn up the volume on the app g. Press the reset button for 5 seconds, and pair the device and your hearing aids

Problem	Possible cause	Solution
Others can't hear the sound from the TV	You have connected the device to the headphone socket	a. Connect the analogue cable as described in the Connection chapter b. Use a different output on the TV c. Check the audio settings on your TV and set the loudspeakers to be used in parallel
I can only hear sound in one hearing aid	a. The battery on the other hearing aid is flat b. Only one hearing aid has been paired with the device	a. Change the hearing aid battery, or charge the hearing aid b. Make a new pairing
I have connected the optical cable to my TV, but I have no audio in my hearing aids	The TV is not configured to send audio out via the optical out connector	Check the TV audio output settings (advanced settings)

Problem	Possible cause	Solution
I have connected the analogue cable to my TV, but I have no audio in my hearing aids	The analogue connectors on the TV are only sound input	a. Use the optical cable supplied with your device b. Use a mini jack to mini jack cable and the headphone plug on your TV c. Your TV may not be compatible with the device
The volume is not comfortable		a. Adjust the volume using the app or a remote control b. Check the advanced settings on your TV to see volume settings
The TV sound in my hearing aids is interrupted in one or both hearing aids	a. The device has been placed in a drawer, or it is behind a wall b. The device is out of range c. There is interference from other radio transmission sources	a. Place the device in line of sight b. Place the device into range c. Move away from other radio transmission sources

Problem	Possible cause	Solution
The LED pulses red, and there is no sound in the hearing aids	The device is overheating	Keep the device away from sunlight. Don't place it in a drawer, and keep it away from the TV's heat vents.

If the problem persists, contact your hearing care professional.

Regulatory information

EU directives

Directive 2014/53/EU

WSAUD A/S declares that this TV Sound is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The TV Sound contains radio transmitters operating at 2.4 GHz, 10.0 mW EIRP. A copy of the Declaration of Conformity according to 2014/53/EU can be found at: <https://www.wsaud.com/other/>

Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and batteries along with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

FCC and IC statements

FCC ID: 2AXDT-TVS

IC: 26428-TVS

CAN ICES-3(B)/NMB-3 (B)

Federal Communications Commission Statement

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.



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.



This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by WSAUD A/S could void the user's authority to operate the equipment.

ISED STATEMENT / DÉCLARATION d'ISED:

This device contains licence-exempt transmitter(s)/ receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISED RADIATION EXPOSURE STATEMENT:

This equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED EXPOSITION AUX RADIATIONS:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet émetteur ne doit pas être co-localisés ou fonctionner en conjonction avec une autre antenne ou émetteur.

Symbols

Explanation of symbols

Symbols used in this document



Indicates the legal manufacturer of the device.



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.



The product is in conformity with the requirements set out in the European CE marking directives.

Other symbols on the device or packaging



EMC and radio communications compliance label Australia, refer to section "Conformance information".



Do not dispose of the device with general domestic waste. Read more in section "Disposal information".



Packaging can be recycled.



Read and follow the instructions in the user guide.



Keep dry during transportation.



Temperature during transportation. Read more in section "Operating, transport and storage conditions".



Relative humidity during transportation. Read more in section "Operating, transport and storage conditions".



Atmospheric pressure during transportation. Read more in section "Operating, transport and storage conditions".



Medical device.

Licenses and acknowledgements

Open-source acknowledgements

This device makes use of third party open-source software resources. The open-source resources are listed below, and their full license texts can be found on the following pages under "Third-party licenses".

nrfx

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SPDX-License-Identifier: BSD-3-Clause

<https://github.com/NordicSemiconductor/nrfx>

Licensed under the 3-clause BSD license.

CMSIS ARM

Copyright © 2009–2023 Arm Limited. All rights reserved.

https://github.com/ARM-software/CMSIS_5

Licensed under the Apache 2.0 license.

FreeRTOS

Copyright © Amazon Web Services, Inc.

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Mbed TLS

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<https://tls.mbed.org/>

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Tiny USB

Copyright © 2018, hathach (tinyusb.org).

<http://tinyusb.org> or <https://github.com/hathach/tinyusb>

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MCUXpresso SDK (MIMXRT1040) - Parts of the SDK named as "SDK_**"

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January 2004

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