

RELAY

USER GUIDE

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About the Relay

The Relay is a wireless communications device that you use with compatible hearing aids.

Using the Relay, you can:








- Send audio to your hearing aids so that you can do things such as listen to music or make phone calls.
- Control the volume and program settings of your hearing aids.
- Retrieve and display status information about your hearing aids.


When you purchase the Relay, your hearing healthcare professional will use the Settings screen to synchronize the device with your specific hearing aids and your custom program settings. You should not change the settings on this screen.

Getting started



Status icons

Icon	Description
	The battery icon shows how much charge is remaining.
	The Bluetooth® icon shows that Bluetooth is enabled on the Relay.
	A blue Bluetooth® icon shows that the Relay is connected to a Bluetooth device, for example, your cell phone.
	The line in icon shows that a stereo audio cable is connected to the Relay.
	The music note icon shows that audio is streaming from a connected device.
	The mute audio icon shows that audio from the Relay is muted to your hearing aids.
	The charge icon shows that the Relay is plugged into a power adaptor and the battery is charging.

Icon	Description
	The mute microphone icon shows that a phone call is on mute and the caller cannot hear you.

Wearing the Relay

You can wear the Relay in different ways: On a lanyard around your neck, clipped to your belt, or placed in your shirt or jacket pocket.

Wear the Relay around your neck

1. Detach the loop clip from the end of the lanyard.
2. Attach the loop clip to the bar on the bottom of the Relay.
3. Reattach the loop clip to the lanyard.

Wearing the Relay around your neck is best for use with your cell phone.

Tip: If the lanyard becomes caught or tangled, tug firmly on it. The safety clip on the side of the lanyard will break away, releasing the lanyard and device from your neck.

Wear the Relay on your belt

1. If it is not already attached to the Relay, snap the belt clip onto the back of the Relay.
2. Clip the device onto your belt.

Tip: For best performance, attach the belt clip so that the bottom of the Relay is facing up (i.e. the same way it appears when on the lanyard around your neck).

Wear the Relay in your pocket

- ❖ Place the Relay in your shirt or jacket pocket.

Turn on the Relay

Each time that you turn on the Relay, it attempts to synchronize with your hearing aids. It also tries to reconnect to the last Bluetooth device that it was connected to, if that device is in range.

1. Press the **Power** button.
2. To synchronize the Relay with your hearing aids, hold the Relay close to your face and wait for the synchronization process to complete.
3. To skip the synchronization process, press the **OK** button.

Turn off the Relay

- ❖ Press and hold the **Power** button for approximately 3-4 seconds, until you see the *"Turning Off Now"* message.

Charge the battery



When the battery level is too low, a *“Battery Too Low Shutting Down”* message appears on the screen. A red battery icon also appears at the top of the screen.

- ❖ To recharge the battery, insert the power adaptor cable into the micro USB port on the left side of the Relay. You can continue to use the Relay while it is charging.

Tip: You can also charge your device using a micro USB cable that you connect to a computer.

Change the volume

When you change the volume for your hearing aids, you change it for all incoming audio, including phone calls and music.

1. Press the **OK** button until the Volume screen appears.
2. Press the  button to turn up the volume or the  button to turn down the volume.

Tip: You can hold down a button to continuously raise or lower the volume.

Mute all audio

You can mute all incoming audio to your hearing aids. When audio mute is on, a muted icon appears at the top of the screen. You will still hear incoming phone calls when audio mute is on.

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Mute Audio**.
3. Press the **OK** button.

To unmute incoming audio, press the **OK** button to open the Volume screen. Press the up or down arrow buttons.

Change the program for your hearing aids

Using the Relay, you can quickly change the program that your hearing aids are currently using.

1. Press the **OK** button until the Program screen appears.
2. Use the arrow buttons to select the program that you want to switch your hearing aids to. The active program appears highlighted in blue.

Check the status of your hearing aids

Using the Relay, you can check the battery level of your hearing aids and what program your aids are set to.

1. Press the **OK** button until the Hearing Aid Status screen appears.
2. Hold the Relay close to your face and wait for the synchronization process to complete.
3. View the current battery level and the program that your hearing aids are using.

Tip: If you are listening to audio when you check the status of your hearing aids, the audio might stop temporarily.

Battery status levels

The battery icon appears in a specific color, depending on how much charge is remaining.

Color	% charge remaining
green	40% or more
yellow	10-40%
red	less than 10%

Pair a Bluetooth device with the Relay

Before you can use the Relay with other Bluetooth-enabled devices, such as your cell phone, you must turn on Bluetooth and then pair the two devices.

Turn on Bluetooth

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Bluetooth**.
3. Press the **OK** button.
4. Select **Enable**.
5. Press the **OK** button.

You will know that Bluetooth is turned on when a grey Bluetooth icon appears at the top of the screen.

Pair a Bluetooth device

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Bluetooth**.
3. Press the **OK** button.
4. Select **Pair Device**.
5. After the *"Device available for pairing message"* appears, follow your device manufacturer's instructions to complete the pairing of your Bluetooth device.
6. Press the **OK** button.

You will know that the device is connected successfully with the Relay when the Bluetooth icon at the top of the screen changes from grey to blue.

After you pair a Bluetooth device to the Relay, it remembers that device. The next time that you turn on the Relay, it will attempt to reconnect to the last successfully connected device.

Unpair all Bluetooth devices from the Relay

When you unpair all devices from the Relay, you clear the history of Bluetooth devices that the Relay has successfully connected to.

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Bluetooth**.
3. Press the **OK** button.
4. Select **Unpair all**.
5. On the Confirm Unpair screen, use the arrow buttons to select **Unpair All**.

Using the Relay with your cell phone

For the best sound quality during phone calls, use the lanyard to wear the Relay around your neck. Wearing the Relay around your neck positions the built-in microphone closer to your mouth.

Answer a call

- ❖ To accept a call, press the **OK** button. To ignore a call, press an arrow button.

Make a call

- ❖ To make a call, use your cell phone to start the call.

After you start the call, you can use the Relay to control audio during your phone call.

End a call

- ❖ To end a call, press the **OK** button.

You can also end the call directly from your cell phone.

Switch to an incoming call



If your cell phone supports call waiting, you can switch to an incoming call while you are already on the phone. When you switch to an incoming call, you place your existing call on hold.

1. When a new call comes in, press the **OK** button.
2. To switch back and forth between the two active calls, press the **OK** button. On the Call Waiting screen, use the arrow buttons to select **Switch calls**.

Tip: To end a call and switch back to your original call, press and hold the **OK** button. On the Call Waiting screen, use the arrow buttons to select **End & switch**. To end both calls, select **End all calls**.

Change the volume during a call

When you change the volume during a call, you change it for all incoming audio to your hearing aids, including phone calls and music.

- ❖ During a call, press the  button to turn up the volume or the  button to turn down the volume.

Place a call on hold

During a call, you can place the call on hold so that the caller cannot hear you and you cannot hear the caller.

1. During a call, press and hold the **OK** button.
2. On the Options screen, use the arrow buttons to select **Put on Hold**.
3. To resume the call, press the **OK** button.

Mute a call

You can mute the call so that you can still hear the caller, but the caller cannot hear you.

1. During a call, press and hold the **OK** button.
2. On the Options screen, use the arrow buttons to select **Mute Mic**.

3. To unmute the call, press the **OK** button.

Transfer a call back to your cell phone

During a phone call, you might not want to continue using the Relay. (For example, you might want to pass the phone to someone else.) To stop using the Relay during a phone call, you can transfer the call back to your cell phone.

1. During a call, press and hold the **OK** button.
2. On the Options screen, use the arrow buttons to select **Transfer to Phone**.

To transfer the call back to the Relay, use the appropriate feature on your cell phone.

Listen to music

You can listen to music using a connected Bluetooth device or from a music player that you plug into the Relay.

- ❖ To listen to music using a paired Bluetooth device, start the music on that device.
- ❖ To listen to music through a media player, insert the stereo audio cable in the input jack on the left side of the Relay.

Tip: To preserve battery life, unplug the stereo audio cable when you are not listening to music.

Audio priority rules

If you are using multiple devices with the Relay at the same time (such as your cell phone and a music player), the following audio priority rules apply:

- Priority 1: Phone calls
- Priority 2: Audio plugged into the audio jack
- Priority 3: Bluetooth streaming audio

Lock the controls on the Relay

You can lock the controls on the Relay so that you do not change your settings accidentally by pushing the OK or arrow buttons.

- ❖ To lock the controls, on the right side of the Relay, slide the lock button down. A locked icon appears briefly on the screen.

To unlock the controls, slide the lock button up. An unlocked icon appears briefly on the screen.

Turn the screen backlighting off

You can help preserve battery life by using screen backlighting only when necessary. Each time that you press a button, the screen backlighting turns on automatically. After 10 seconds of inactivity, the screen backlighting turns off automatically.

- ❖ To manually turn off the screen backlighting, briefly press the **Power** button.

Troubleshooting

The Relay will not turn on

The battery might not be sufficiently charged. Plug the charger cable into the Relay and wait. Try to turn the Relay on again.

The Relay is not responding

Force a complete shutdown of the Relay by pressing and holding the **Power** button for approximately 7-10 seconds. Wait a moment, and then press the **Power** button to restart the Relay.

Status information for my hearing aids is not appearing

If the status icons appear greyed out for your hearing aids, the synchronization process between the Relay and your hearing aids might not have completed. Start the synchronization process again.

Press the **OK** button until the Hearing Aid Status screen appears. To enable the strongest signal, hold the Relay close to your face—and no more than 12 inches from your hearing aids—until the synchronization process completes. If the status icons do not change, there might be a problem with your Relay. Contact your hearing healthcare professional for help.

My customized programs do not appear on the Relay

When you purchased the Relay, your hearing healthcare professional synchronized the device with your specific hearing aids and customized program settings. If your customized program settings do not appear, contact your hearing healthcare professional for help.

Tip: Your hearing healthcare professional might ask you for more information about your Relay. To view information about your Relay, such as the serial number of your device, press and hold the

OK button. Use the arrow buttons to select **About**. Press **OK**. Use the arrow buttons to scroll through the information.

My Bluetooth device will not pair with the Relay

Verify that Bluetooth is enabled on the Relay. When Bluetooth is enabled, a grey Bluetooth icon appears at the top of the screen.

For more information, see “Pair a Bluetooth device with the Relay” on page 20.

My paired Bluetooth device will not connect to the Relay

You can pair the Relay with multiple Bluetooth devices at the same time, but the Relay only tries to reconnect to the last successfully connected device. If you want to connect to a different paired device, start the connection from that device.

If the device still will not connect to the Relay, unpair all Bluetooth devices from the Relay. Try to pair the device with the Relay.

To unpair all Bluetooth devices from the Relay:


1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Bluetooth**.
3. Press the **OK** button.
4. Select **Unpair all**.
5. On the Confirm Unpair screen, use the arrow buttons to select **Unpair all**.

To pair a Bluetooth device with the Relay, turn on Bluetooth and then pair a device. For more information, see “Pair a Bluetooth device with the Relay” on page 20.

During phone calls, people cannot hear my voice

Try holding the Relay closer to your mouth. If this does not improve the sound quality, you might have to change the microphone volume.


Change the volume of the built-in microphone:

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Configuration**.
3. Press the **OK** button.
4. On the Configuration screen, use the arrow buttons to select **Mic Volume**.
5. On the Mic Volume screen, use the  button to increase the volume of the built-in microphone.

During phone calls people tell me that my voice is loud and distorted

Your microphone volume might be set too high.

Change the volume of the built-in microphone:

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **Configuration**.
3. Press the **OK** button.
4. On the Configuration screen, use the arrow buttons to select **Mic Volume**.
5. On the Mic Volume screen, use the  button to decrease the volume of the built-in microphone.

Audio suddenly stopped while listening to music or on a phone call

The Relay may have been moved too far away from your hearing aids. Position the Relay closer to your hearing aids, and the audio should resume automatically.

If the Relay stays out of range for too long, audio may not resume automatically. If you are listening to music with the input jack, unplug the audio cable and then plug it back in; if you are listening to music over Bluetooth, pause the music on your Bluetooth device and then press play to restart it; if on a phone call, press and hold the OK button to access the options screen, choose the **Put On Hold** option, then press the OK button to resume the call.

Maintenance and care

Do not use the Relay in the bath or shower, or immerse it in water. If the Relay becomes wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls, and allow the Relay to air dry for 24 hours.

Protect the Relay from excessive heat (hair dryer, vehicle glove box or dashboard, and so on).

Do not drop the Relay or knock it against hard surfaces.

Clean the Relay with a dry or damp cloth. Do not use alcohol to clean the Relay.

Safety guidelines and warnings

The Relay is not a toy. It should be kept out of the reach of children and anyone else who might swallow parts or otherwise cause injury to themselves. Pay special attention to the smaller components to prevent children from swallowing them and choking.

The safe use of the Relay with the stereo audio cable is determined by an external signal source. When the stereo audio cable is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60950, IEC-60601 or equivalent safety standards.

The safety of recharging batteries with the USB connector is determined by the external equipment that should be UL or CSA-

approved or comply with equivalent IEC-60065, IEC-60950, IEC-60601, or other equivalent safety standards.

The Relay uses a low-power, digitally-coded inductive transmission to communicate with your hearing aids. Although unlikely, interference with medical devices (such as pacemakers) is possible. Contact the manufacturer of the medical device for information about the risk of disturbance.

Do not use the Relay in explosion hazard areas.

Do not use the Relay in locations where use of electronic devices is forbidden, such as an aircraft.

Store your Relay in a safe location for CT and MRI scans, or for other electromagnetic procedures.

Your Relay has no user-serviceable parts inside and opening the Relay will void the manufacturer warranty. Bring your Relay to your hearing healthcare professional if service is required.

Product approvals and markings

The Relay is certified to the following standards:

FCC ID: VFC132001

IC: 7193A-132001

Contains FCC ID: QQQWT32I

Contains IC: 5123A-BGTWT32I

Note: The FCC and IC Identifiers can also be viewed on the Relay's screen. To view the Identifiers, do the following:

1. Press and hold the **OK** button.
2. On the Settings screen, use the arrow buttons to select **About**.
3. Use the arrow buttons to view the desired information.

Caution: 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.

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.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.



QDID: XXXXXX

Declaration ID: YYYYYYY

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Document: 07-132001-X (12/2014)

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