



BeHear[®] ACCESS

User Manual



Sound Enhancement by Alango Technologies, Ltd.

BeHear 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 ACCESS combines the functionality of three devices into one:

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

BeHear ACCESS contains embedded T-coils for receiving sound transmitted via induction (hearing) loops.

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

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

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

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

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



BeHear ACCESS Models

There are currently two different models of BeHear ACCESS in the market. While the two models look identical, and use the same BeHear sound enhancement technology, there are several differences:

Function	ACCESS Model I	ACCESS Model II
Bluetooth version	4.2	5.0
Firmware update	Not supported	Supported (via app)
Treble/Bass tone control	Not supported	Supported
Voice prompts	Fixed set of 4 languages	Downloaded from the app

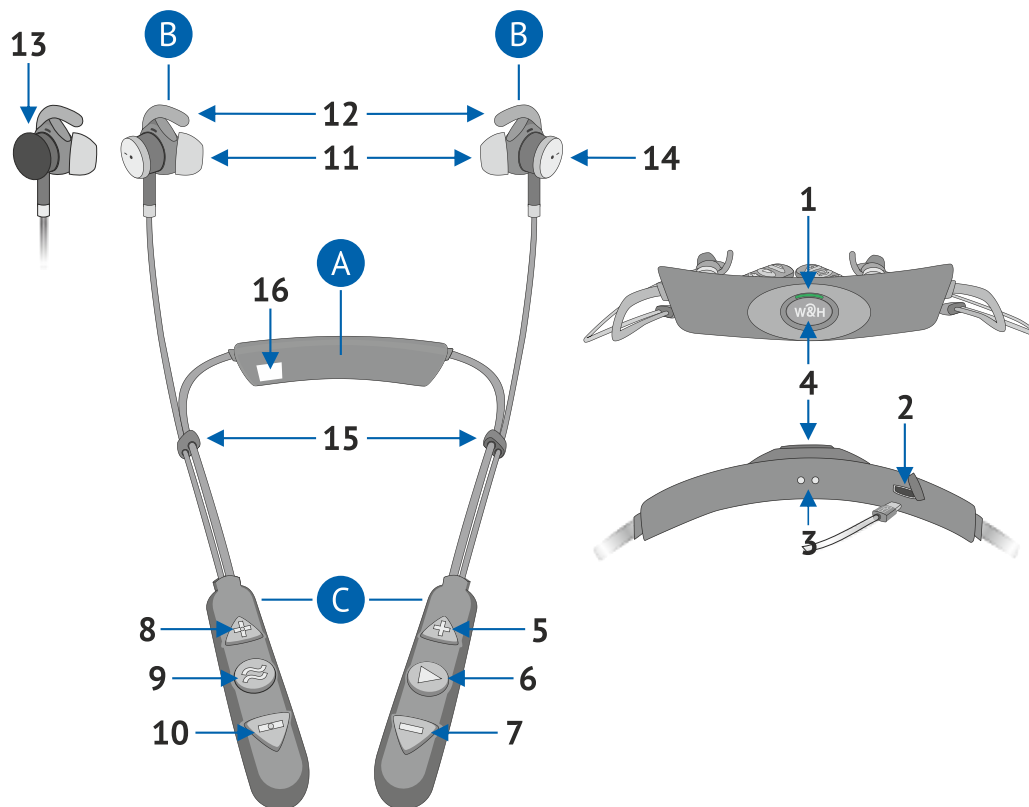
Green stickers have been placed on the Model II package and the headset itself to provide easy visual identification of this version. You can also determine which model you have by checking the **Information->Version** section of the BeHear app, and referring to the table below:

Model	Hardware Version	Release Number	Package Mark	Unit Mark
ACCESS Model I	2.0.1	02xx	None	None
ACCESS Model II	2.0.2	F2xx	Green sticker	Green sticker



Device Overview

BeHear ACCESS is a neck band style headset comprised of:

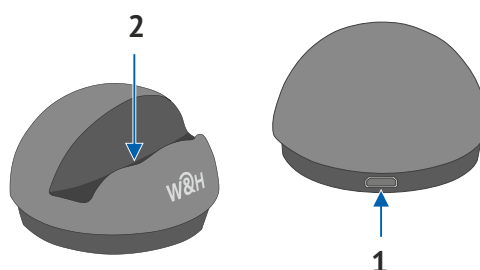
- A – Electronics compartment
- B – Left and right earpieces
- C – Left and right control boxes





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

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

Charging cradle is supplied with BeHear ACCESS headset.



	Icon	Component	Function
1		Micro-USB port	Insert the supplied cable to charge the battery.
2		Charging port	Place the headset to charge the battery.

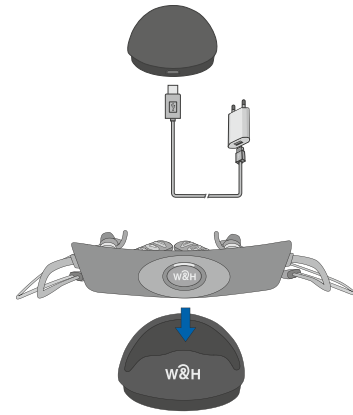
Basic Operation

Charging the Battery

Charging the battery lasts approximately three hours. We recommend to charge the battery before using your BeHear ACCESS headset for the first time.

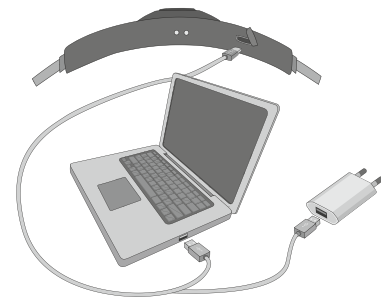
To charge the battery using the cradle:

1. Plug the larger end of the supplied cable into a standard AC outlet USB charger adapter, or into the USB port of a computer, and the cable's smaller end into the Micro USB port of the charging cradle.
2. Place the BeHear ACCESS headset into the cradle. Line up the embedded magnets in the headset to the contacts in the charging cradle. The LED will light up when the headset is positioned properly.
3. A vibration in the headset indicates that charging has started. During charging the LED on the neck band will be red, turning green when BeHear ACCESS is fully charged.



To charge the battery directly by the cable:


1. Plug the larger end of the supplied cable into a standard AC outlet USB charger adapter, or into the USB port of a computer.
2. Plug the cable's smaller end into the Micro USB port located in the BeHear ACCESS neck band.
3. A vibration in the headset indicates that charging has started. During charging the LED on the neck band will be red, turning green when BeHear ACCESS is fully charged.




Note: The BeHear ACCESS headset should not be used while charging.

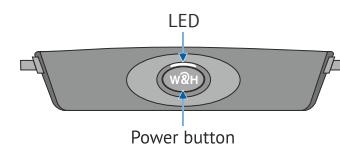
Turning the Headset ON and OFF

To turn on BeHear ACCESS:

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

To turn off BeHear ACCESS:

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




Note: Vibration can be disabled by 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 press the Power button  on the neck band. The notification LED flashes for 1-2 seconds indicating battery level, as follows:

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

Checking the Battery Level using the Application

When the device is powered on, view the level in the battery icon which appears at the top of each screen. The more white filler you see, the more charge is left in the battery. The amount of charge left is also displayed as a numerical value measured in percentage.



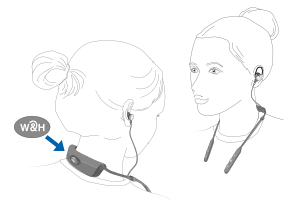
Note: During headset use, if the battery level drops below 10% the LED will flash red and a voice alert will be heard periodically.

Wearing Instructions

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

Wear your BeHear ACCESS headset as described below:

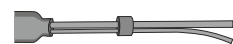
1. Place the BeHear ACCESS neckband behind your neck such that the power button is on the bottom and the control boxes are on your chest and the buttons of the control boxes face up.



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



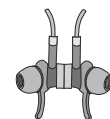
3. You can move the clips along the cable to reach desired cable length and position.



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



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



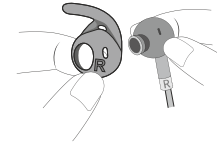
Fitting the Ear Buds and Hooks to Your Ears

Your BeHear ACCESS headset comes with three shapes of silicone ear buds: conical, mushroom, and tulip (open fit) in up to four sizes, and three sets of ear hooks in varying sizes. The most common type and size of buds and hooks have already been attached to the headset. However, if the buds do not fit snugly and comfortably in your ears you should remove the silicone covers from the 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 hook over the speaker of the earpiece. Make sure the ear hooks are oriented properly; the left ear hook must be placed on the left earpiece and the right ear hook on the right earpiece. The ear hooks are labeled "L" for the left and "R" for the right, while the earpieces are marked "L" and "R" respectively on the metal bands which connect the pieces to the headset cables.



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

**RECOMMENDATION:**

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


Getting Started

Pairing with Bluetooth Devices

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

- Using the **W&H BeHear** app (which can be downloaded for free from the Google Play Store or the Apple App Store, see "[Installing the Application](#)" later in this manual). After launching the app and placing the headset into pairing mode ([see instructions below](#)), the pairing process will proceed. Follow to the application's prompts (see "[Connection](#)" 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 headset will appear in the list of available devices as BeHear ACCESS.

How to Place the BeHear ACCESS Headset into Pairing Mode

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

Pairing BeHear ACCESS with Additional Bluetooth Devices

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

Connecting with Bluetooth Devices

Automatic Connection of Paired Bluetooth Devices

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

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

Choosing from Multiple BeHear ACCESS Headsets Paired to the Same Smartphone

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

Connecting Simultaneously to Two Different Bluetooth Devices

Your BeHear ACCESS headset supports multipoint connection mode, managing two Bluetooth connections simultaneously. For example, if you connect your headset with two phones or with a phone and the **HearLink™ / 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, a short press on the BeHear ACCESS headset Power button will initiate reconnection to the paired Bluetooth device – HearLink / Hearlink Plus transmitter or/and the smartphone.

BeHear ACCESS headset supports two typical connection use cases:

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



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



Checking for Updates

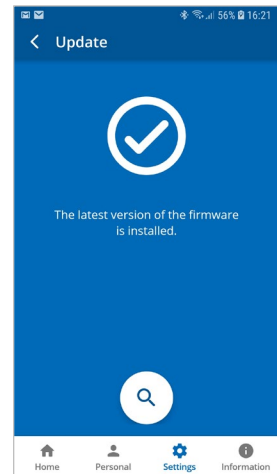
Keeping BeHear ACCESS updated with the latest version of the firmware allows you to enjoy its most advanced features. We recommend checking for updates before you start using your headset.

To check for an update:

1. Make sure the BeHear ACCESS headset is powered on and connected to a phone with the **W&H BeHear** application installed.
2. From the 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 headset update process lasts for several minutes (typically 15-20) during which time the headset and application must stay powered on and connected. We recommend verifying that the batteries in both the headset and the phone be sufficiently charged prior to starting the update.

Personalization

We highly recommend that you adjust the acoustic performance of the headset 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 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 the six BeHear ACCESS presets – Indoor, Outdoor, Crowd, Live Music, Exclusive T-Coil, and Transparent T-Coil – to create profiles that reflect your own hearing abilities. These personalized profiles ensure that you get the most benefit from BeHear ACCESS, using it as a truly personal sound amplifier. 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 app's **Library** and applied to the headset. They will be used to adjust the audio performance of your personal BeHear ACCESS headset.

Two variances of the assessment are available:

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

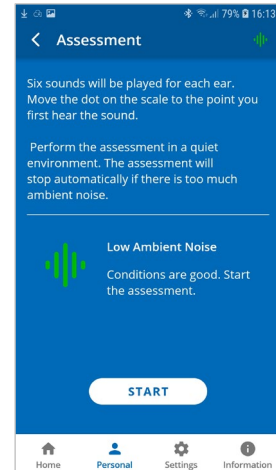
The other is the **Comfortable Level**, which reflects the volume level at which it is most comfortable for your ear to process the testing sound.

In order to toggle between the Advanced and the Basic assessment 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 ACCESS headset is turned on and connected to the smartphone via Bluetooth.
- You have chosen the silicone earbud tips which are most comfortable for your ears.
- You are wearing your BeHear ACCESS headset, and the ear buds have been placed firmly in your ears.
- You are in a quiet environment.



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

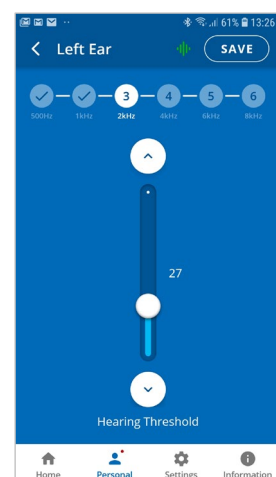
Conducting the Hearing Assessment

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.

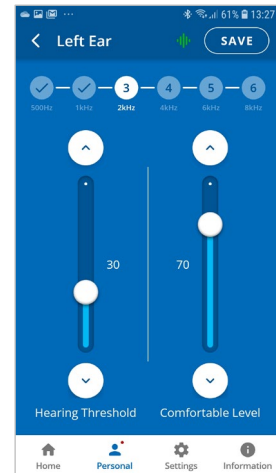


Note: The “^” and “v” buttons on the screen as well as the volume buttons on the phone can also be used to adjust the volume of the testing sound.

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's **Library** 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 headset.

Using BeHear ACCESS

Personal Hearing

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

RECOMMENDATION:











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

Four different presets have been created to support optimal hearing for typical environments: **Indoor, Outdoor, Crowd** and **Live Music**. In addition, two presets have been created for T-coil operation: **Exclusive T-coil** and **Transparent T-coil**.

These presets can be used as is, out-of-the-box. They will be personalized automatically based on the results of the BeHear ACCESS **Hearing Assessment**, which is included in the **W&H BeHear** smartphone app. Furthermore, these presets can be customized by the user in real-time to suit specific hearing situations. The customized presets can either be saved as the new default or discarded.


Managing Personal Hearing Using the Headset Controls

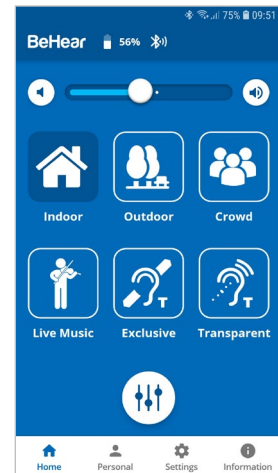
Use the right-hand control box on the headset cable to manage Personal Hearing:

- To activate Personal Hearing amplification, press and hold down . A voice prompt will be heard as confirmation that Personal Hearing has been activated. To turn off Personal Hearing amplification press and hold down  again. A voice prompt indicates that Personal Hearing has been deactivated.
- To increase the volume of ambient sound press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the maximum volume level.
- To decrease volume of ambient sound press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the minimum volume level.
- To change the tone balance of ambient sound to favor high frequency sounds (treble) press . A short beep will be heard indicating the tone change. A long beep will be heard once you reach the maximum treble level.^(*)
- To change the tone balance of ambient sound to favor low frequency sounds (bass) press . A short beep will be heard indicating the tone change. A long beep will be heard once you reach the maximum bass level.^(*)
- To scroll through the hearing presets, quickly press . Each press will advance to the next preset. A voice prompt naming the selected preset will be heard for each preset (**Indoor, Outdoor, Crowd** or **Live Music**).
- To activate T-coil mode where an induction loop is present, double press . To turn off T-coil mode and return to the standard hearing presets, double press  again.
- To scroll through the T-coil presets, quickly press  when T-coil is turned on. Each press will advance to the next preset. A voice prompt naming the selected preset will be heard for each preset (**Exclusive T-coil** or **Transparent T-coil**).

^(*) **Note:** Tone balance control is supported in the BeHear ACCESS II model only.

Managing Personal Hearing Using the W&H BeHear App

- Tap any of the six preset buttons in the **Home** screen to activate Personal Hearing amplification in the desired environment (**Indoor, Outdoor, Crowd, Live Music**) or T-coil operation (**Exclusive, Transparent**). The active icon is indicated by a dark blue background, with no white frame.
- Tap the active icon again to deactivate Personal Hearing amplification.
- 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  below the hearing preset icons to enter the advanced **Sound Tuning** screen.



Advanced Sound Tuning

Configurable sound tuning parameters for BeHear ACCESS can be applied either to the current profile only, or to all profiles at once.

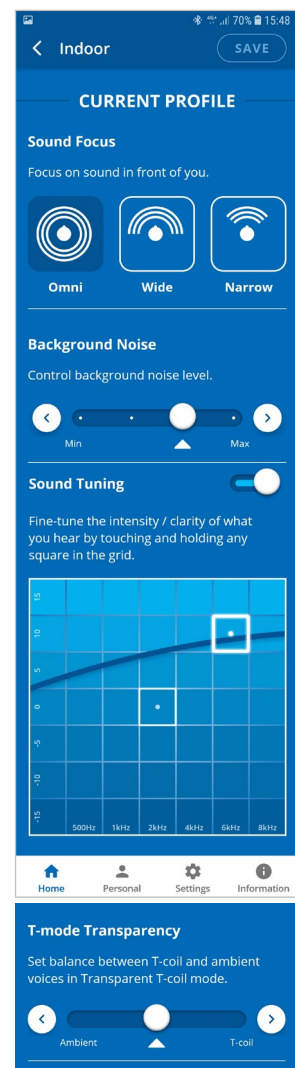
Sound Tuning for the Current Profile

- The **Sound Focus** control allows you to restrict the amplification of ambient sounds reaching your ears to a limited angle in front of you. Limiting the angle reduces background noise and improves intelligibility of speech. Tap any of the three buttons to set the desired sound focus (**Omni** – no limitation, **Wide** - 180°, or **Narrow**).

Note: *Sound Focus control is available for BeHear ACCESS with software release x0210 or higher.*

- Control the level of **Background Noise** by touching the round button on the scale and dragging it left (**Min**) or right (**Max**).
- To find the most comfortable listening level for the current environment, activate the **Sound Tuning** option by sliding the round button to the right.

Then, 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.



- For **Transparent T-coil** profile set the desired balance between T-coil and ambient voices (**T-mode Transparency**) by touching the round button on the scale and dragging it left (**Ambient**) or right (**T-coil**).

Sound Tuning for All Profiles

- Set the balance between low frequency (bass) and high frequency (treble) sounds by touching the round button on the **Tone Control** scale and dragging it left to favor bass or right to favor treble.

Note: The Tone Control is available for BeHear ACCESS II model with software release F223 or higher.

- Control how much you **Hear Your Own Voice** by touching the round button on the scale and dragging it left (**Min**) or right (**Max**).

Note: The Hear Your Own Voice control is available for BeHear ACCESS with software release x0210 or higher.

- Set the desired **Balance** between left and right ear for ambient sounds by touching the round button on the scale and dragging it **Left** or **Right**.
- To activate **One-Sided Hearing Help** slide the round button to the right.

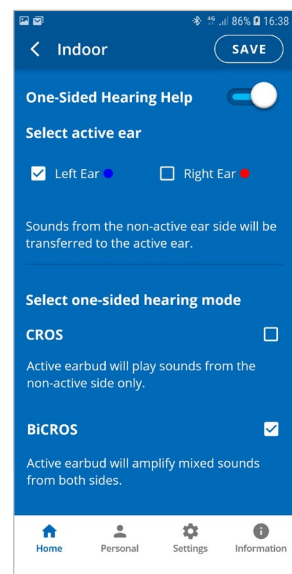
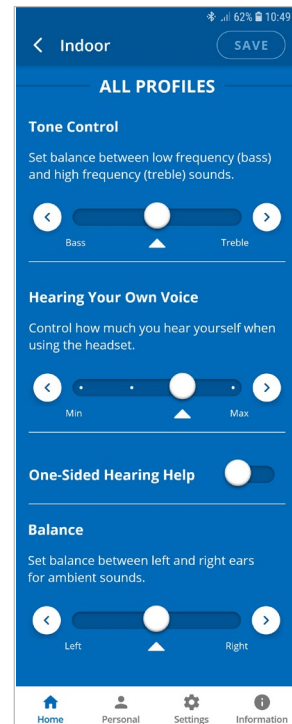
Then select your active “hearing” ear (**Left** or **Right**) and choose desired working mode – **CROS** or **BiCROS**.

CROS mode is recommended for users with no hearing in one ear, and normal hearing in the other. When this mode is selected, sounds picked up by the headset microphones on the non-active ear side will be amplified and played in the earbud inserted into the active ear, while the active ear continues to hear native sounds without amplification.

BiCROS mode is recommended for users with no hearing in one ear, and mild-to-moderately-severe hearing loss in the other. When this mode is selected, sounds picked up by the headset microphones on the non-active ear side will be amplified and played in the earbud inserted into the active ear, along with the sounds reaching the active ear.

Note: The **Balance** setting in this section is ignored when **One-Sided Hearing Help** is selected.

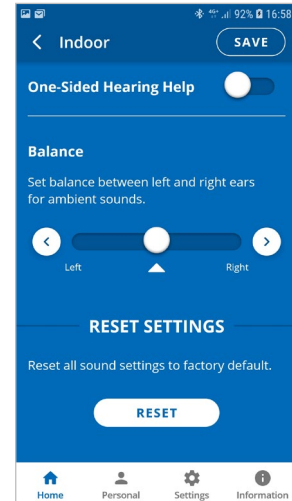
Note: The **One-Sided Hearing Help** control is available for BeHear ACCESS with software release x0210 or higher.



Save and Reset Settings

- Save your changes by tapping **SAVE**, or restore the factory defaults by tapping **RESET**.

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



Handling Mobile Phone Calls

Use the left-hand control box on the headset cable 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 .
- To increase call volume press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the maximum volume level.
- To decrease call volume press . A short tone will be heard indicating change of volume. A long tone will be heard once you reach the minimum volume level.

EasyListen™ – Slowing Down Incoming Speech

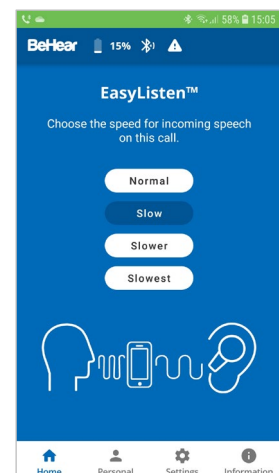
You can slow down incoming speech for mobile phone calls, making it more intelligible. The **EasyListen** function can be controlled from either the headset or the **W&H BeHear** app.

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

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

Enable EasyListen and adjust the speech tempo using the **W&H BeHear** 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.
- Tap the **Normal** button to deactivate EasyListen. Speech tempo reverts to normal.



Listening to Audio

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




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

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

ListenThrough™ – Stay Safe & Alert Function

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

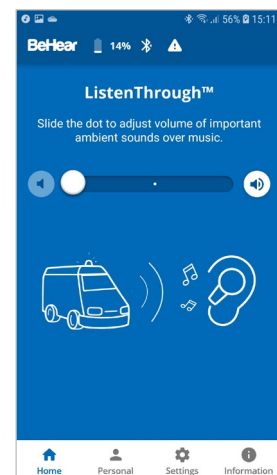
Use the right-hand control box on the headset cable to manage **ListenThrough**:

- To mute and unmute ambient sound during audio play press and hold down the  button. Voice prompts are played indicating whether ListenThrough mode is ON or OFF.
- To increase the volume of ambient sound press . A long tone will be heard once you reach the maximum volume level. (*)
- To decrease volume of ambient sound press . A long tone will be heard once you reach the minimum volume level. (*)

(*) **Note:** Manual control of ambient sound volume is supported in BeHear ACCESS model I only.

You can also 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 round button on the slider to the far left to deactivate ListenThrough. Moving the round button to the right reactivates ListenThrough.



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.



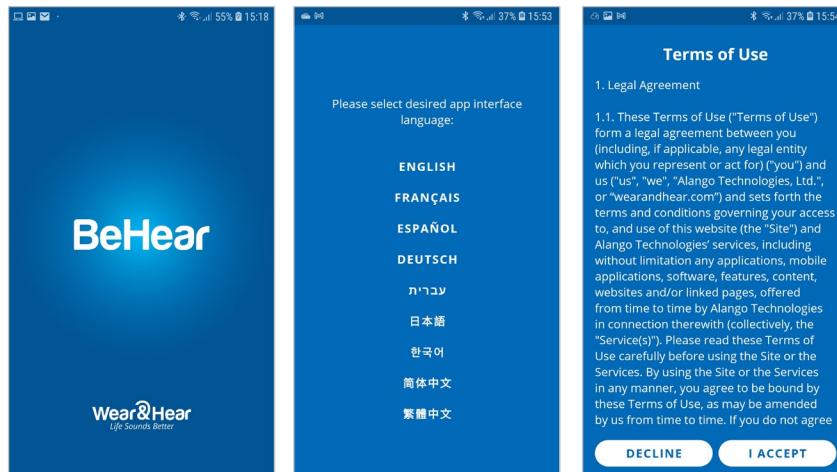
For iPhones

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

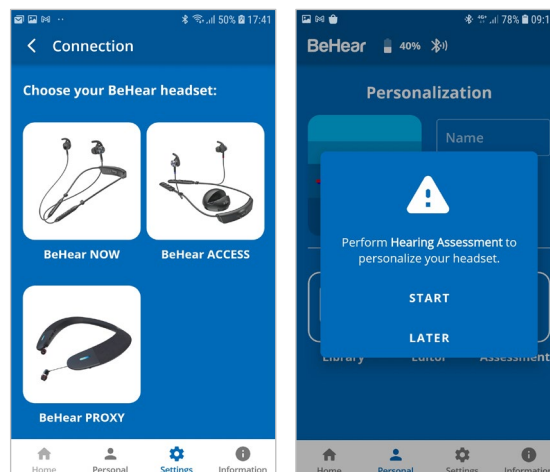


First Launch

When the app is first launched after download you will be prompted to choose a desired language for the interface, and accept the terms of use.



If no BeHear devices are connected to the phone, the app will continue to the **Connection** screen. Otherwise, you will be prompted to perform the **Hearing Assessment**.



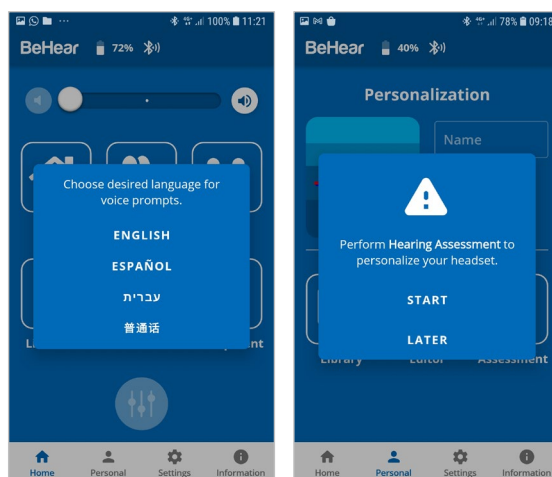
Connection

To manage the pairing and connection of your BeHear ACCESS headset 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 ACCESS headset 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.

Upon successful connection of a new headset you will be prompted to select the desired language for the voice prompts. Once you have made your choice you will be directed to perform the Hearing Assessment.





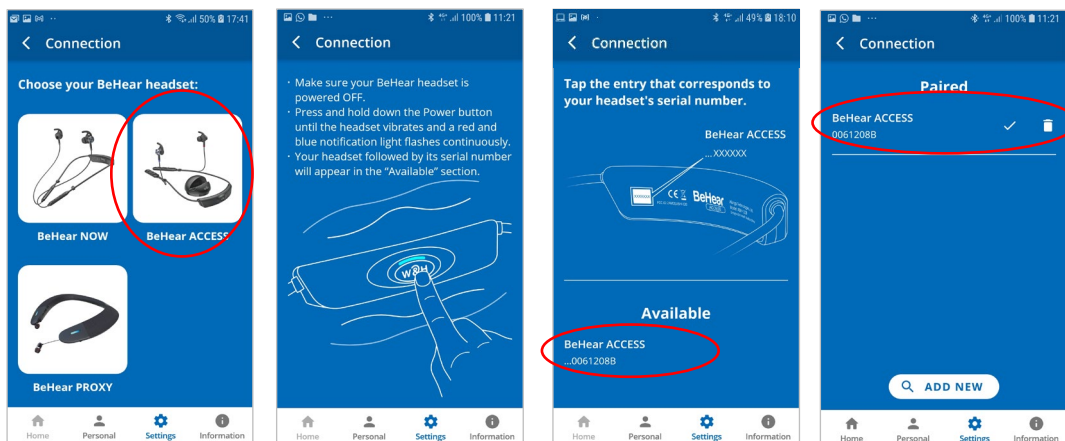
Operation of the Connection screen is different for Android and iOS phones, as described in the following sections.

WARNING:

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

Connection with an Android Phone

1. Tap the **BeHear ACCESS** icon in the Connection screen to initiate connection with your headset.
2. Follow the on-screen animated instructions to place your headset into [Bluetooth pairing mode](#):
 - *Make sure the BeHear ACCESS headset is powered OFF.*
 - *Then, press and hold down the power button  on the headset for **up to 5 seconds**, until the headset vibrates and the LED alternates red/blue.*
3. Wait until the list of Available devices appears in the app. It may take up to 30 seconds.
4. 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 underside of the BeHear ACCESS headset (on the white label) matches the number in the list.
5. 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 ✓.
6. You can manage connected devices in the **Connection** screen as follows:
 - To **connect a new** BeHear device, tap **ADD NEW** button.
 - To **connect a previously paired** BeHear ACCESS, tap the name of the device in the list.
 - 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.




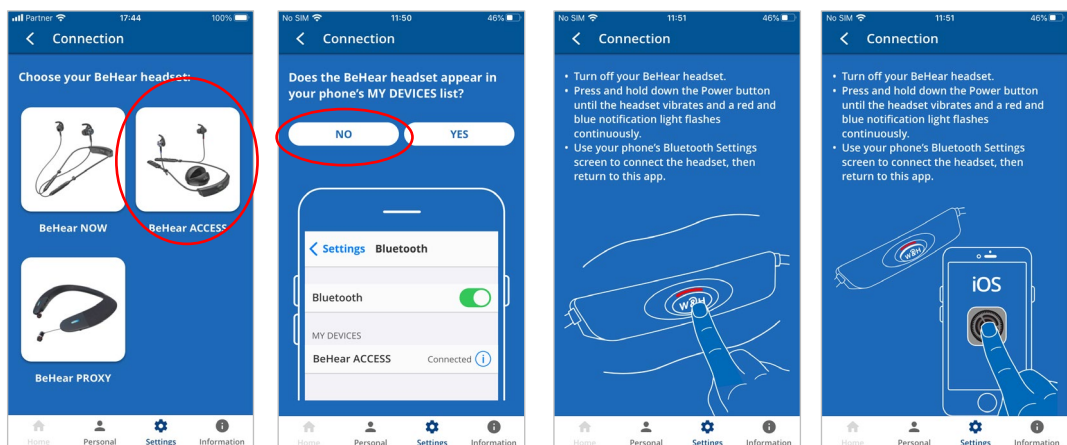
Connection with an iOS Phone

For the BeHear ACCESS II model follow the instructions in the [Connection with an Android Phone](#) section, above.

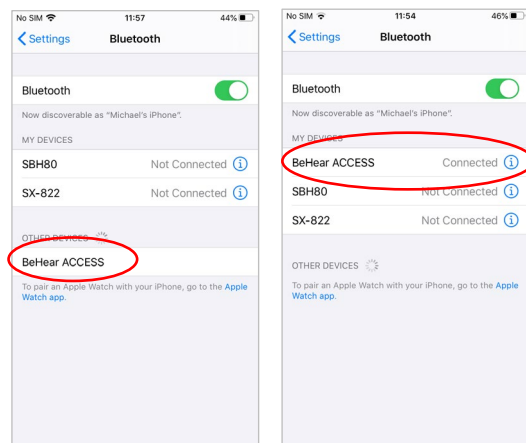
For the BeHear ACCESS I model follow the instructions below.

Note: Within seconds the app will automatically recognize the BeHear ACCESS model and provide prompts for the relevant connection method.

1. Tap the **BeHear ACCESS** icon in the Connection screen to initiate connection with your headset.
2. Tap **NO** if your headset is not paired with the iPhone, otherwise tap **YES**.
3. When your selection is **NO**:
 - a. Follow the on-screen animated instructions to place your headset into [Bluetooth pairing mode](#):
 - Make sure the BeHear ACCESS headset is powered OFF.
 - Then, press and hold down the power button  on the headset for **up to 5 seconds**, until the headset vibrates and the LED alternates red/blue.



- b. Use the Bluetooth section of the **Settings** application on your phone to add BeHear ACCESS to the list of **My Devices**.
- c. Return to the W&H BeHear app and tap **YES** in the connection screen.

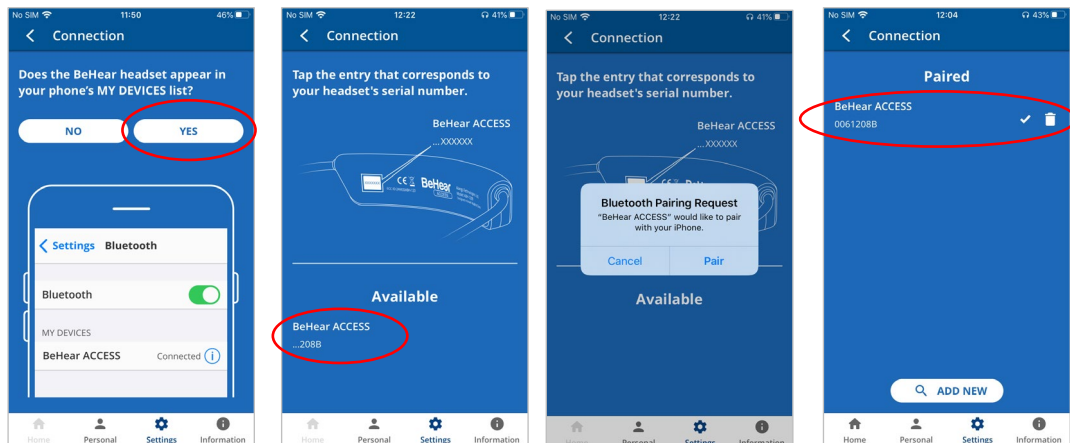



4. When your selection is **YES**:
 - a. The product name **BeHear ACCESS** followed by the last several characters of the device's serial number will appear in the list of **Available** devices. You can verify the

device by checking that the serial number printed on the underside of the BeHear ACCESS headset (on the white label) matches the number in the list.

- b. The **Bluetooth Pairing Request** prompt appears.
- c. Select **Pair** and wait for 2-3 seconds to complete the synchronization.
- d. When the pairing and connection process is complete the headset will be listed in the **Paired** devices section, followed by a ✓.

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. You can manage connected devices in the **Connection** screen as follows:
 - To **connect a new** BeHear device tap the **ADD NEW** button.
 - To **connect a previously paired** BeHear ACCESS tap the name of the device in the list.
 - 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.
 - To **unpair** BeHear ACCESS from your phone delete both records of the BeHear ACCESS in the Bluetooth section of the **Settings** application.


Home Screens

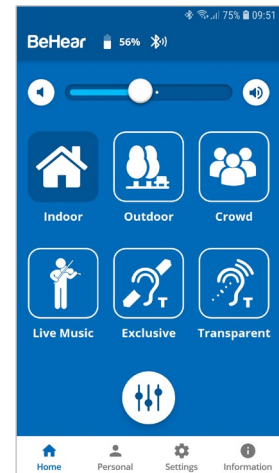
The application’s Home screen changes automatically depending on the actual state of the headset (personal hearing amplification, phone call handling, or audio play).

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

Personal Hearing Amplification State

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

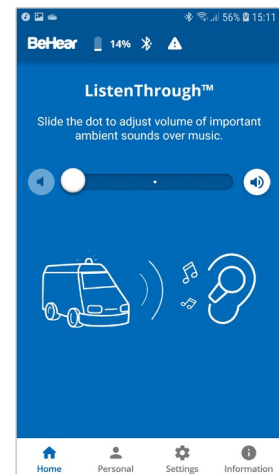
- Preset selection buttons – **Indoor, Outdoor, Crowd, Live Music, Exclusive, Transparent**
- Hearing volume control slider with an option to turn hearing amplification OFF and ON.
- Tuning button  to manage advanced sound tuning options.



Audio Player State

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

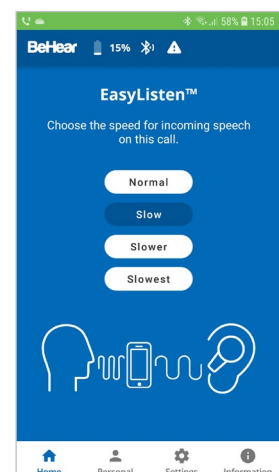
- Ambient sounds volume control slider with an option to turn the ListenThrough feature ON and OFF.



Phone Call State

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

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



Advanced Sound Tuning for Hearing Amplification State

✓ Volume

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

CURRENT PROFILE

✓ Sound Focus

The **Sound Focus** control allows you to restrict the amplification of ambient sounds reaching your ears to a limited angle in front of you. Limiting the angle reduces background noise and improves intelligibility of speech.

Tap any of the three buttons to set the desired sound focus (**Omni** – no limitation, **Wide** - 180°, or **Narrow**).

Note: The Sound Focus control is available for BeHear ACCESS with software release x0210 or higher.

✓ Background Noise

This control sets the level of Background Noise.

Touch the round button and drag it left (**Min**) or right (**Max**).

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

✓ Sound Tuning

This control allows you to adjust sound parameters for the active hearing profile.

Slide the round dot to the right to activate this option. Then, 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 amplification of high frequency signals, while moving to the left increases the amplification of low frequency signals. Moving up and down increases and decreases sound gain, respectively.

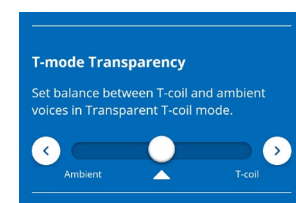
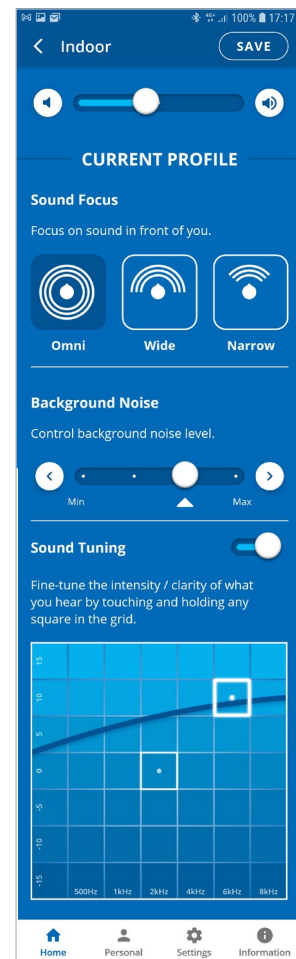
The dark blue arc indicates how the modified selection affects the current audiogram.

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

✓ T-mode Transparency

Note: This control is available for the **Transparent T-coil** preset only.

This control sets the desired amplification balance between ambient sounds and T-coil transmissions.



ALL PROFILES

✓ Tone Control

This control sets the balance between low frequency (bass) and high frequency (treble) sounds for all profiles. Touching the round button on the scale and dragging it left will emphasize bass while dragging it right will emphasize treble.

Note: The Tone Control is available for BeHear ACCESS II model with software release F223 or higher.

✓ **Balance**

Note: This control is available for **Indoor, Outdoor, Crowd and Live Music** profiles only.

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 personal hearing mode only.

Note: To set the balance for phone calls and music use the **Balance** control located in the **Settings->Device** menu.

Slide the round button to set the desired amplification balance between left and right ears.

Touch the triangle to reset the button in the middle of the slider to return it to the levels determined by the hearing assessment (if the assessment was performed).

Note: Hearing amplification is disabled temporarily while moving the slider in the headsets with software release below x0210.

✓ **Hear Your Own Voice**

This control sets how much you hear your own voice by touching the round button on the scale and dragging it left (**Min**) or right (**Max**).

Note: Hear Your Own Voice control is available for BeHear ACCESS with software release x0210 or higher.

✓ **One-Sided Hearing Help**

This control is intended for users with one deaf ear.

Slide the round dot to the right to activate one-sided help control.

Then select the active ear (**Left** or **Right**) and choose desired working mode – **CROS** or **BiCROS**.

Refer to explanations in [Advanced Sound Tuning](#) section.

Note: The **Balance** setting is ignored when **One-Sided Hearing Help** is selected.

Note: **One-Sided Hearing Help** control is available for BeHear ACCESS with software release x0210 or higher.

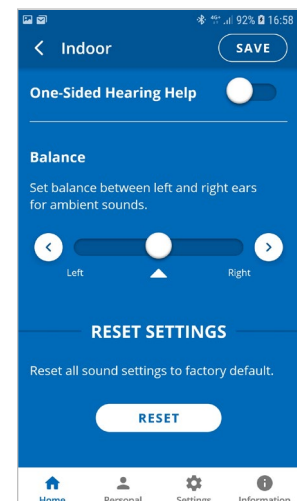
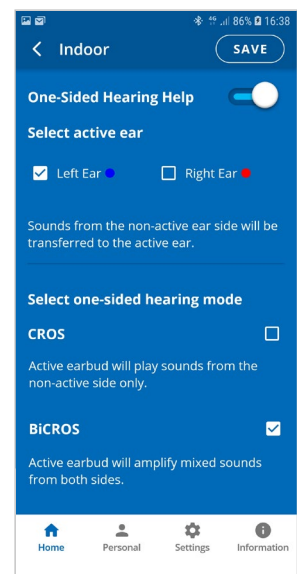
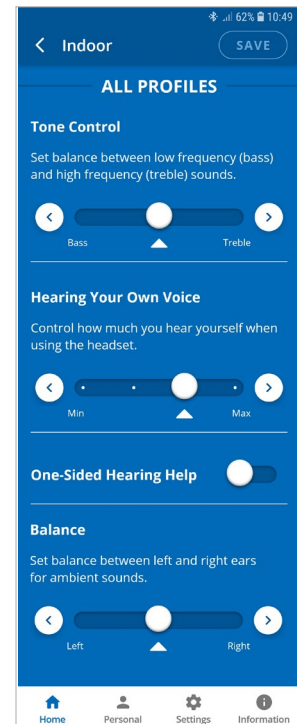
SAVE and RESET SETTINGS

✓ **SAVE**

The **SAVE** button saves the changes made for the **CURRENT PROFILE**.

✓ **RESET SETTINGS**

The **RESET** button restores all settings of the **CURRENT PROFILE** as well as parameters specified for **ALL PROFILES** to their factory default values.



Personalization

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

✓ **Library**

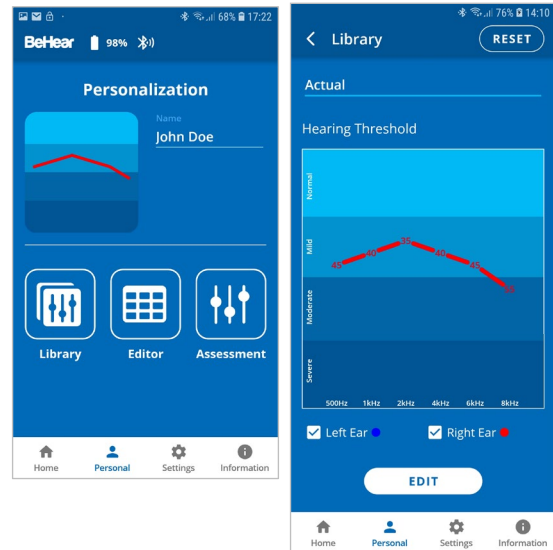
Tap the **Library** button to open the library of audiograms.

✓ **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 headset).



✓ **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 ACCESS headset. 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

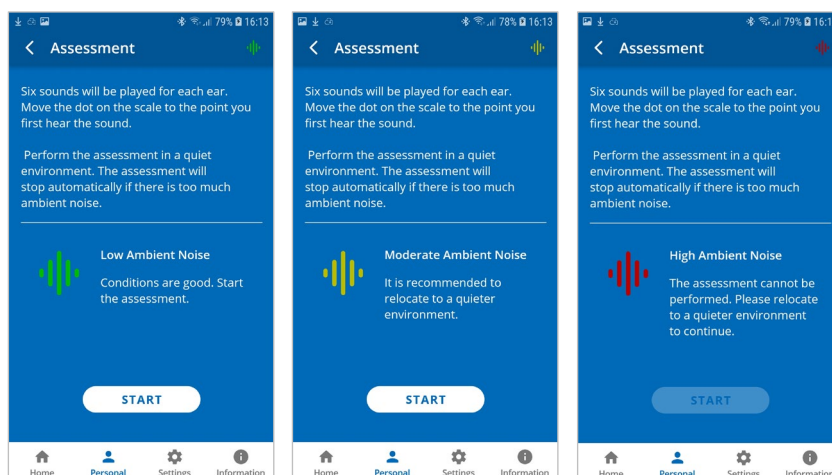
Personal Hearing Assessment

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

Initial screens of the Hearing Assessment allow you to:

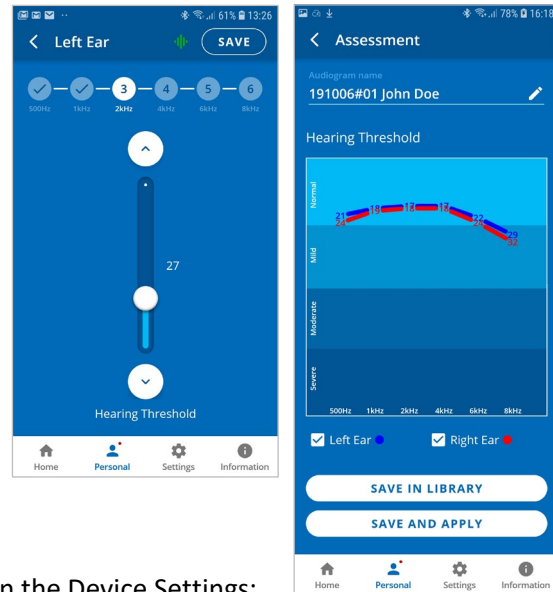
- Start the assessment
- Resume a previously interrupted assessment, or discard it and start a new assessment.

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.




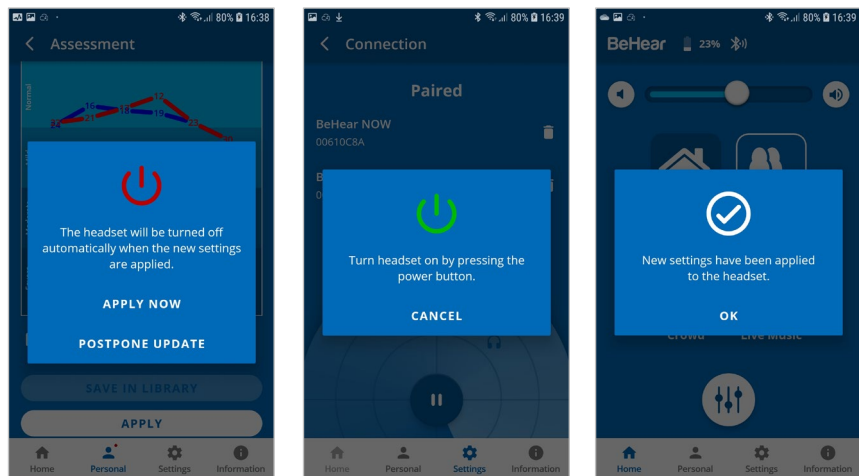
To save the assessment results and apply them to the headset:

- Tap **SAVE IN LIBRARY** to store the results in the app library. These results may be retrieved and applied to the headset 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 ACCESS headset.
- Choose **APPLY NOW** in the notification dialog to apply the results to the BeHear ACCESS headset. The headset will restart automatically.

Note: To complete the upload process for BeHear ACCESS model I you will need to power on the headset manually, as per the notification on the screen.

- If the **POSTPONE UPDATE** option is selected, the headset and the app will continue to operate normally (without applying the results of the assessment until the headset is

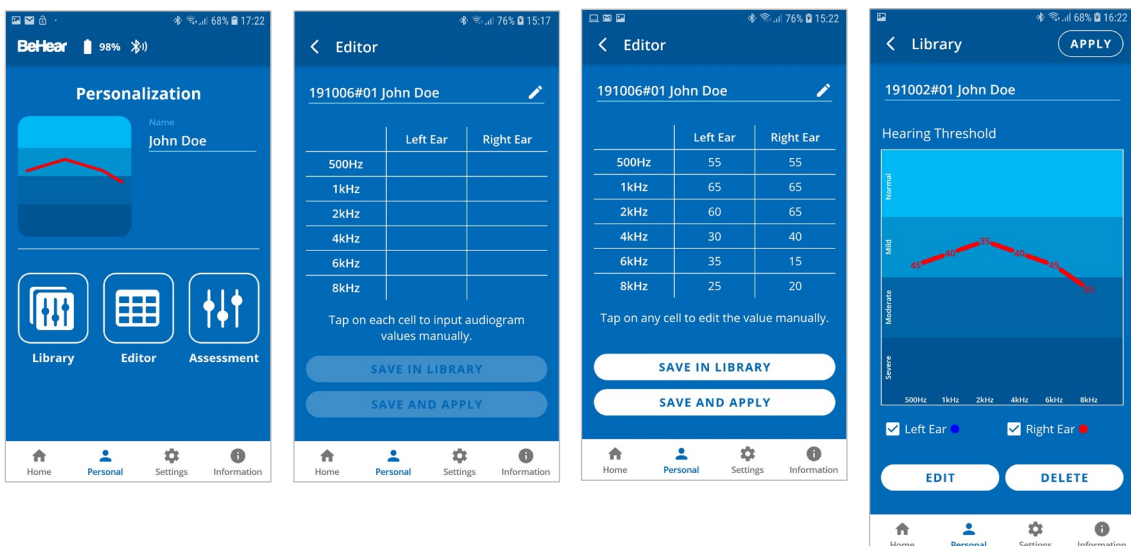
turned off). The warning icon , along with a red dot near the **Personal** icon will remind you that you have a postponed action. Results of the last assessment are applied automatically when the headset is turned back on.



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 ACCESS headset.
- To modify an existing audiogram, tap **EDIT** while viewing the relevant chart.

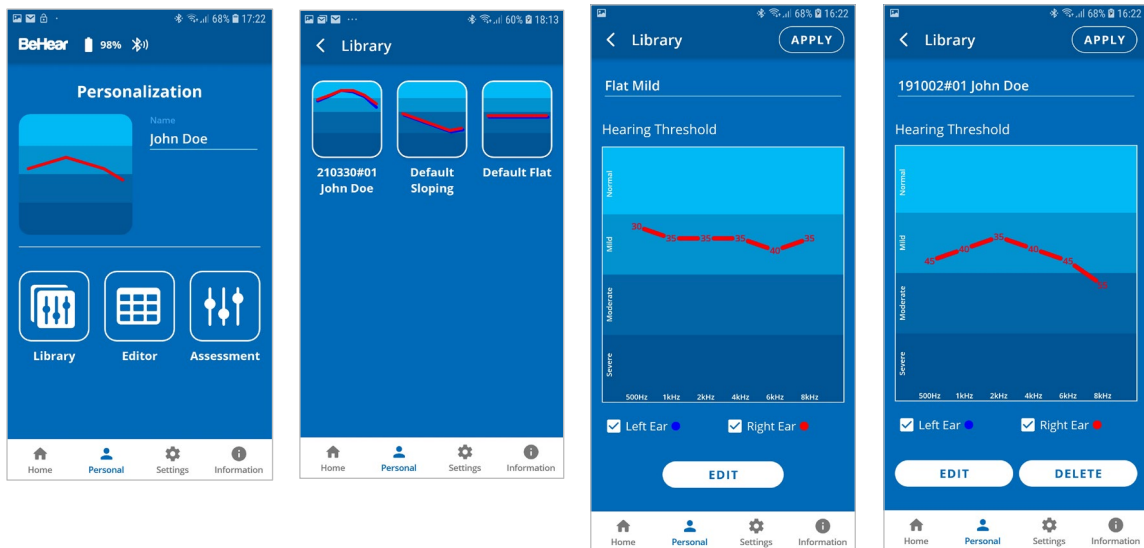


Library of Audiograms

The app library contains factory default 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 ACCESS headset.
- Tap **EDIT** to manually edit the existing values.
- Tap **DELETE** to remove this user audiogram from the library. The default audiograms cannot be deleted.



Settings

Customization of both the headset 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 ACCESS headsets with the app.

Refer to the [Connection section](#) of this manual for detailed explanations.

✓ Application

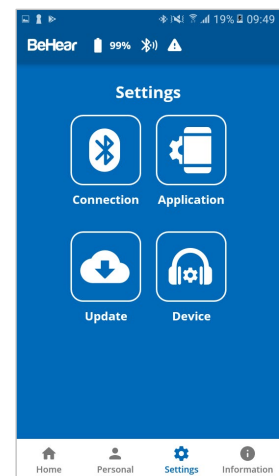
Tap the **Application** button to manage app settings.

✓ Device

Tap the **Device** button to configure the connected BeHear ACCESS headset.

✓ Update

Tap the **Update** button to manage firmware updates for the connected BeHear headset.



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 headset 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 headset firmware:

- **Wi-Fi only** – the app performs the headset 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 headset 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**.

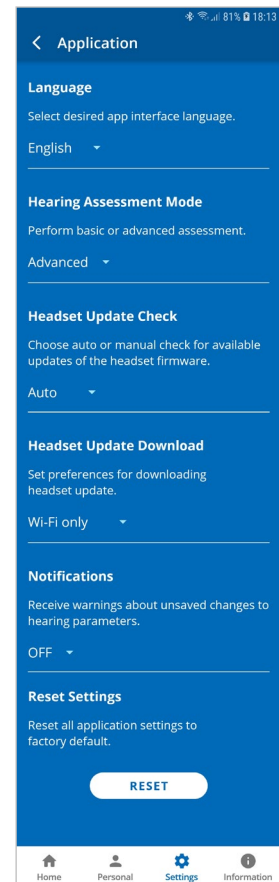
✓ Notifications

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

BEHEAR FEATURES

✓ **Personal Hearing Amplification**

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

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


The function can be turned on or off manually in real time either by pressing and holding  on the right-hand control box or by 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 the  button on the right-hand control box, or by moving the slider on the ListenThrough screen in the application.

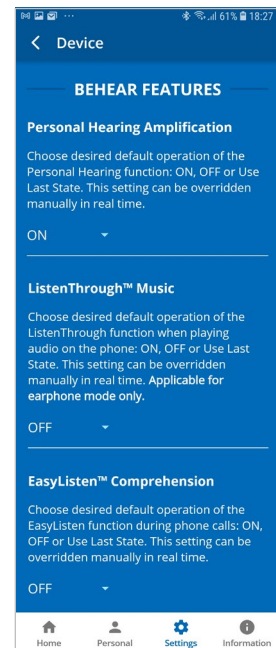
The recommended setting (device default) is **OFF**.

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

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



NOTIFICATIONS

✓ Voice Prompts Language

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

Note: In the BeHear ACCESS II mode voice prompts are downloaded to the headset using the app. The download process takes few seconds.

✓ 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

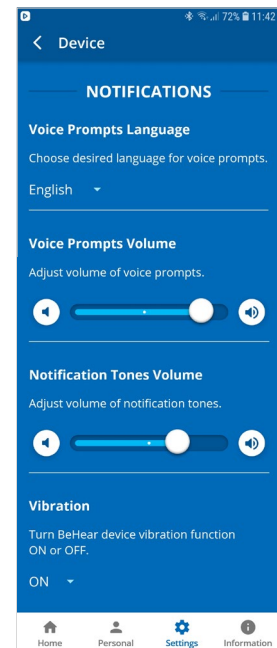
This control sets the desired volume of the notification tones by touching the round button and dragging it left (softer) or right (louder).

✓ Vibration

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

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

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



SOUND

✓ 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**.

✓ Personalized Call

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

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

✓ Balance

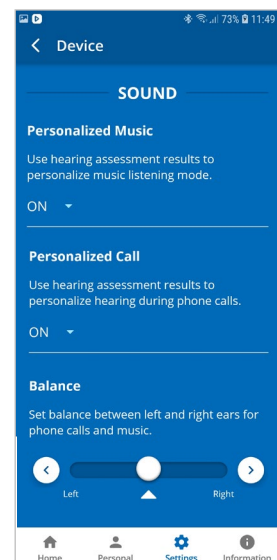
This control sets the desired amplification balance between left and right ears.

The setting is applied to the volume control – in addition to the results of the built-in hearing assessment – and will be active for mobile calls and music only.

Note: To set the balance for personal hearing mode use the **Balance** control located in the [Advanced Sound Tuning](#) menu.

Slide the round button to set the desired amplification balance between left and right ears. Touch the triangle to reset the button in the middle of the slider (returning it to symmetrical balance).

Note: This setting is available for the headsets with software release number x210 and higher.



ADVANCED

✓ Button Functions

This setting customizes operation of the buttons for the BeHear ACCESS II model .

When the Tone Control button is positioned on the right (the “ON” state) manual control of the tone balance is enabled, and pressing the upper and lower buttons on the headset’s right-hand control box will gradually emphasize treble and bass sounds, respectively.

When the Tone Control button is positioned on the left (the “OFF” state) manual control of the **tone balance** using the buttons of the right-hand control box is disabled. Instead, pressing the upper and lower buttons on the headset’s right-hand control box will influence ListenThrough™ functionality, increasing and decreasing the amplification of important ambient sounds, respectively, when listening to audio.

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

✓ Bluetooth Audio CODEC

This setting determines the desired Bluetooth audio CODEC – APTX LL (Low Latency), APTX or SBC.

- **APTX LL** provides the best performance with minimal latency.
- **APTX** is similar to APTX LL but the latency is slightly longer.
- **SBC** is the standard Bluetooth CODEC supported by all devices, latency is long and not fixed.

Note: Turn your headset off and then turn it back on to apply the modification of the Bluetooth audio CODEC.

The recommended setting (device default) is **APTX LL**.

RECOMMENDATION:

Choose **APTX** or **SBC** audio if you experience sound distortion while multiple Bluetooth devices are connected.

✓ Tone Control

This setting determines the desired pivot point for the tone control.

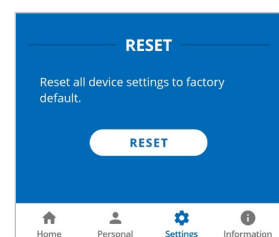
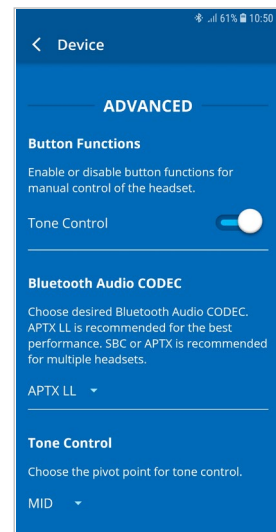
- **LOW** sets the pivot point at 1kHz, providing a wider range of treble tuning options.
- **MID** sets the pivot point at 2kHz.
- **HIGH** sets the pivot point at 4kHz, providing a wider range of bass tuning options.

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

RESET

✓ Reset Settings


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



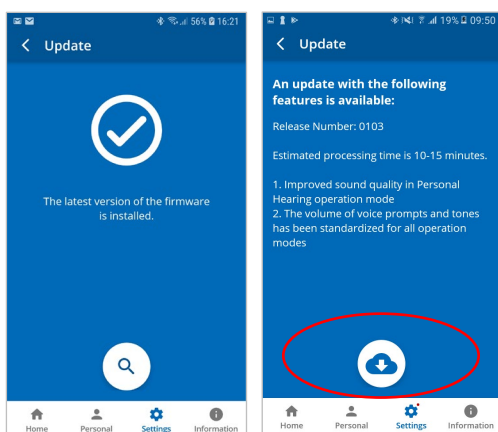
Update

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

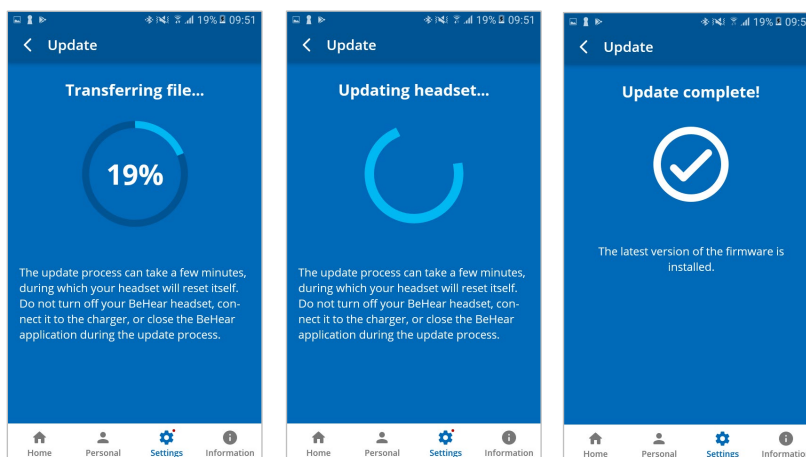
You can verify the availability of an update manually by checking the **Update** button in the **Settings** screen.


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 headset tap the **Download** icon. The process will last for several minutes during which time the headset and application cannot be used. Normal operation resumes automatically when the update is complete.



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 ACCESS headset, connect it to the charger, or close the W&H BeHear application during the update process.

Information

Information and tutorials about the headset 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 ACCESS functions.

✓ **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 ACCESS headset.

✓ **Terms of Use**

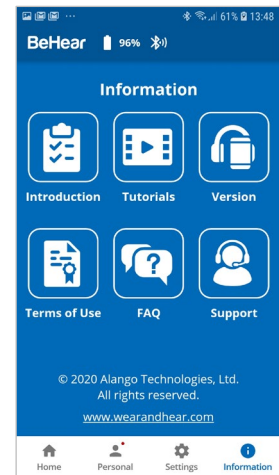
Tap the **Terms of Use** button to review the legal terms of use for the application and connected BeHear ACCESS headset.

✓ **FAQ**

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

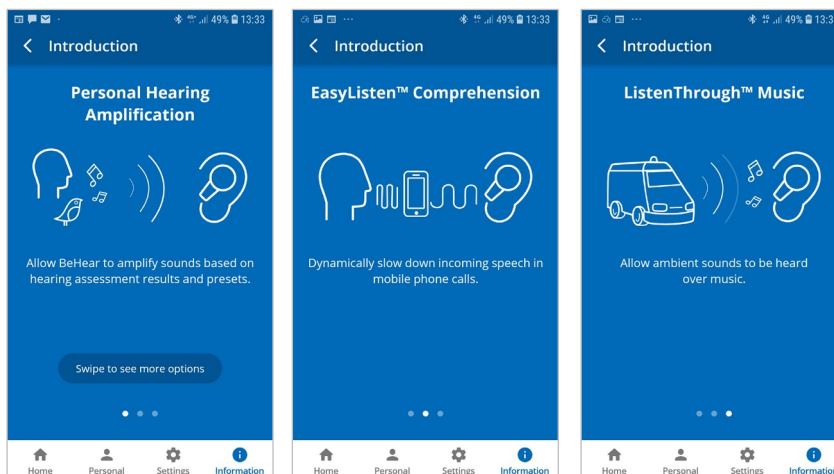
✓ **Support**

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



Introduction

The introduction screens provide brief descriptions of the main BeHear ACCESS functions, such as Personal Hearing Amplification, EasyListen™ Phone Speech Comprehension, and ListenThrough™ Music Appreciation.

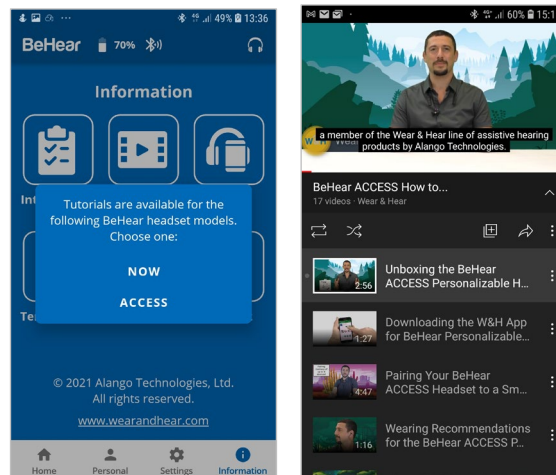


Navigate between the introduction screens by swiping the phone's screen.

Tutorials

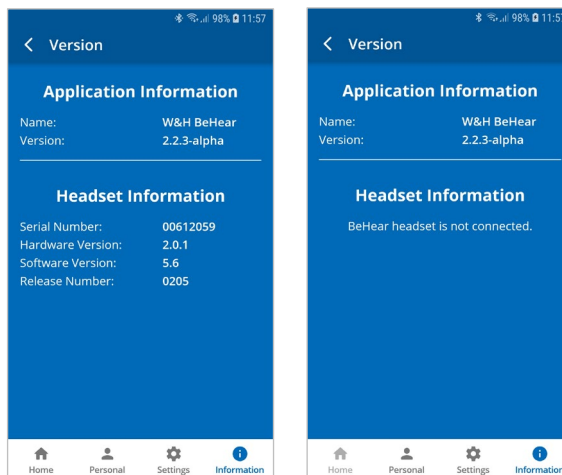
Select **ACCESS** in the list of headsets to watch YouTube video tutorials for BeHear ACCESS headset online.

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



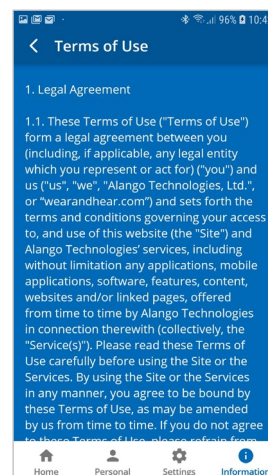
Version

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



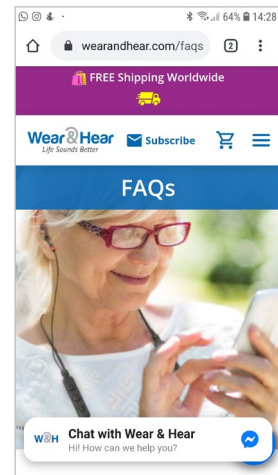
Terms of Use

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



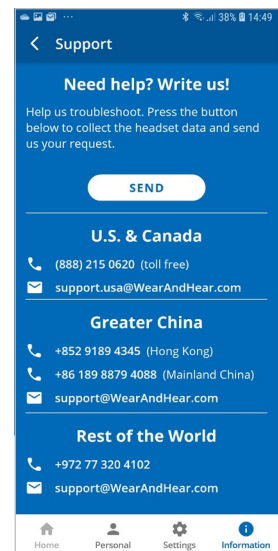
FAQ

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 Controls) Check ear caps for debris
Ear buds are uncomfortable	Experiment with different silicon ear buds and ear hooks (see Fitting the Ear Buds and Hooks to Your Ears)
Wind noise	Use supplied wind protection covers (see Fitting the Ear Buds and Hooks to Your Ears)
Ambient noise too loud during music play	Reduce the volume of ambient sound (see ListenThrough™ – Stay Safe & Alert Function)
Phone calls and/or music not routed to headset	Verify Bluetooth pairing (see Pairing with Bluetooth Devices)
Bluetooth connection keeps cutting out	Verify that you are not more than 10 meters (30 feet) from the Bluetooth device. If you are using BeHear ACCESS outdoors, we recommend that you carry the smartphone connected over Bluetooth with the BeHear ACCESS on the right side of your body.
Personal hearing is interrupted by smartphone notifications	We recommend turning off key tones (alerts, notification sounds, keyboard taps, etc.) in the smartphone connected to your BeHear ACCESS headset. It will guarantee smooth and convenient operation of your BeHear ACCESS as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.

Reset the Headset

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

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

Updating the Headset

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

[Update the headset](#) if a new version is available, using the 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-120

EU Declaration of Conformity

We, Alango Technologies Ltd. of 2 Etgar St. Tirat Carmel, Israel declare under our sole responsibility that our product BeHear ACCESS type **ABH-120** 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.