

Smart Hearing with apps & accessories

Practical advice for installation and use.



Protection of Data Privacy

Find all aspects on data privacy via the following link:

https://www.audioservice.com/en/wp-content/uploads/sites/2/2019/03/Privacy_policy_AS_engl_with_markup_20170327_03.pdf

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Pairing the smartphone with the hearing system

Intelligent hearing systems get even more intelligent.

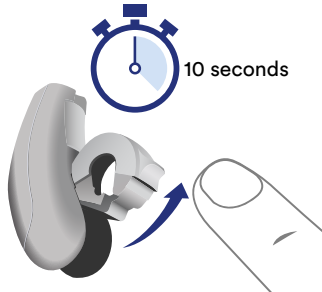
[iPhone](#)
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Pairing with an iPhone

1

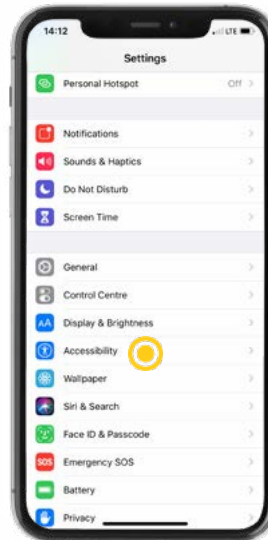
To put the hearing system in pairing mode, open the battery compartment completely and wait for 10 seconds until the system has completely shut down. Then close the battery door. The hearing system will be in discovery mode for 3 minutes.



Li-Ion-hearing systems need to be placed into the charging station for up to 10 seconds. When taken out again, the hearings systems are ready to pair.

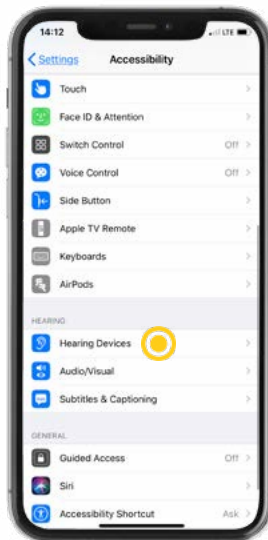
2

Navigate to the iPhone settings and open the menu „Accessibility“.



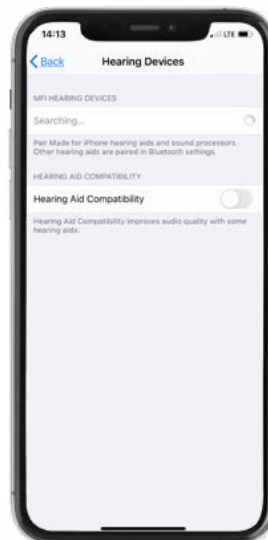
3

Open the submenu „Hearing Devices“ in the menu Accessibility.



4

The iPhone looks for hearing systems in the near vicinity. To enable a successful pairing, please make sure that hearing system and iPhone are close to each other.



5

When the search is successful, the hearing system is displayed and ready for pairing. Now click on „Not Connected“ to establish the connection to the hearing system.



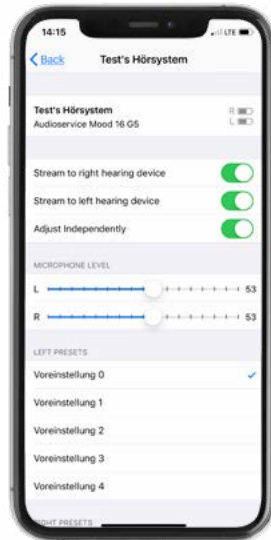
6

Tap „Pair“ in the pop up menu for each hearing system.



7

The hearing system was successfully paired with the iPhone.



Please note:

When the pairing of the hearing system with the iPhone is completed, there is already a choice of settings to the hearing system via the iPhone. If you would like to make use of the complete settings, please go to [page 15](#), install and set up the Audio Service App fully on your iPhone.

Pairing with an Android smartphone

Please note:

Android offers the possibility to pair the hearing system automatically via the Audio Service App without the need to access the smartphone settings. In case the app is not yet installed on your smartphone, please first go to [page 17](#).

1

Open the Audio Service App.



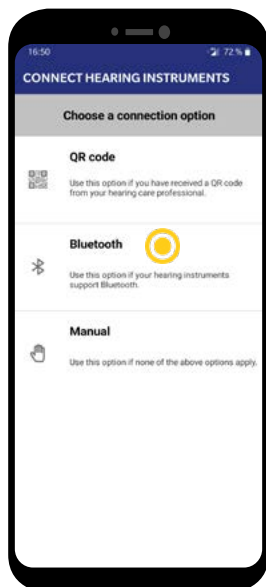
2

Tap „Accept“ on the screen to accept the terms and conditions for the intended use of the app. Terms and conditions and the privacy policy can be accessed by tapping on the underlined, bold terms.



3

To start pairing with the hearing system, please tap „Bluetooth“.



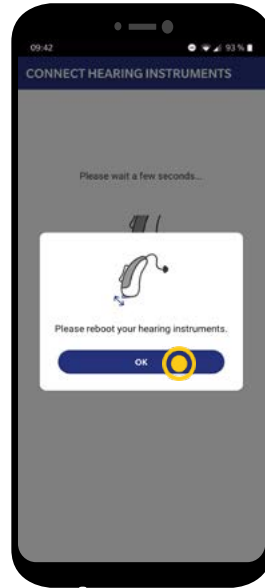
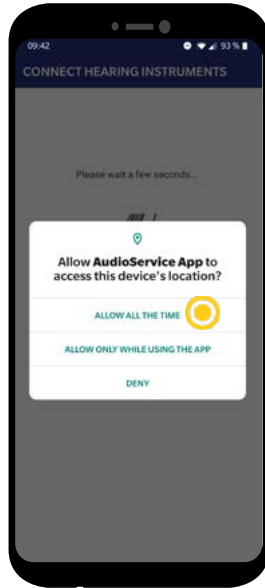
4

The displayed list gives an overview on smartphones where the app was tested thoroughly. Tap on „NEXT STEP“.



5

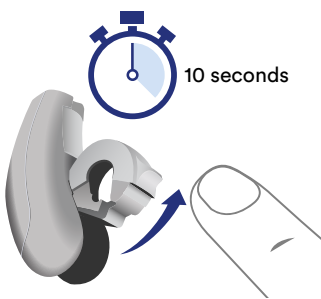
For use of the app to its full extent, you need to allow access to your location. Please tap „Allow all the time“ to be able to use all functions of the app properly.



6

With rebooting the hearing system, you put it to pairing mode. Tap „OK“ and do the reboot as described in step 7.

7



To put the hearing system in pairing mode, open the battery compartment completely and wait for 10 seconds until the system has completely shut down. Then close the battery door. The hearing system will be in discovery mode for 3 minutes.

Li-Ion-hearing systems need to be placed into the charging station for up to 10 seconds. When taken out again, the hearings systems are ready to pair.

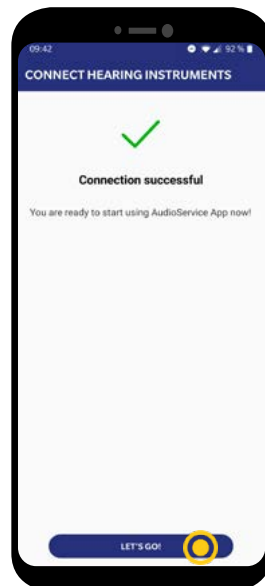
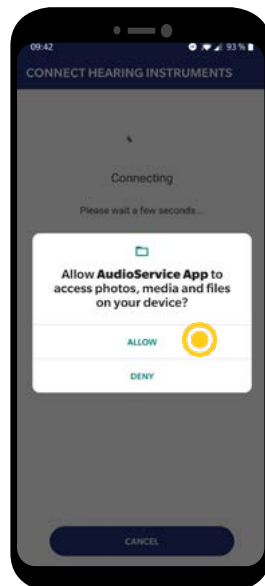


8

The smartphone starts looking for hearing systems in the near vicinity. Please allow for some minutes for completion.

9

Tap on „ALLOW“ to allow access to the media files on your smartphone. This setting is necessary to use the streaming function of your hearing system.



10

The connection has been established successfully. Tap on „LET'S GO!“ to start the app functions.

Pairing accessories with the hearing system

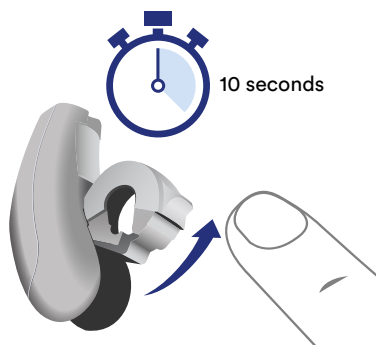
[Smart Mic](#)
[page 10](#)

[Smart Key](#)
[pages 11-12](#)

[Smart Transmitter 2,4](#)
[page 13](#)

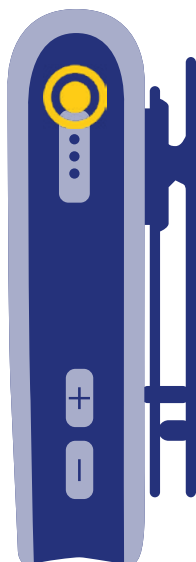
Pairing Smart Mic with the hearing system

1



To put the hearing system in pairing mode, open the battery compartment completely and wait for 10 seconds until the system has completely shut down. Then close the battery door. The hearing system will be in discovery mode for 3 minutes. Li-Ion-hearing systems need to be placed into the charging station for up to 10 seconds. When taken out again, the hearings systems are ready to pair.

2

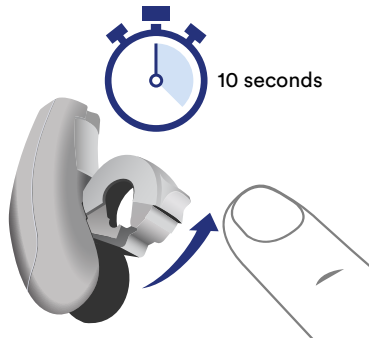


Hold down the multi-function button until the power indicator is green. This takes about 3 seconds. The status indicator flashes yellow. Place both hearing systems close to the Smart Mic. The pairing process starts automatically. Pairing is finished when the status indicator is solid yellow.

Pairing Smart Key with the hearing system

1

Lock the key lock on the remote control Smart Key. For this, please push the button on the side of the Smart Key down until a red part is visible.



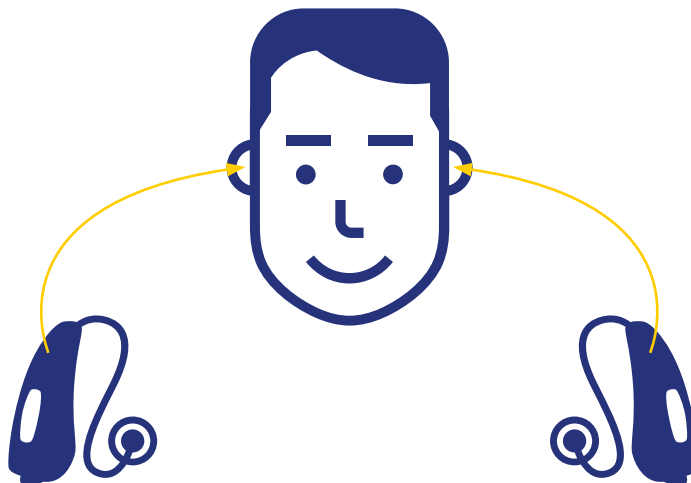
2

To put the hearing system in pairing mode, open the battery compartment completely and wait for 10 seconds until the system has completely shut down. Then close the battery door. The hearing system will be in discovery mode for 3 minutes.

Li-Ion-hearing systems need to be placed into the charging station for up to 10 seconds. When taken out again, the hearings systems are ready to pair.

3

Now insert the hearing systems into your ears.



4

Hold down the P button on the remote control while switching the key lock to the unlock position (green color visible).



5

Release the P button. The remote is now in setup mode, the LED will be green.

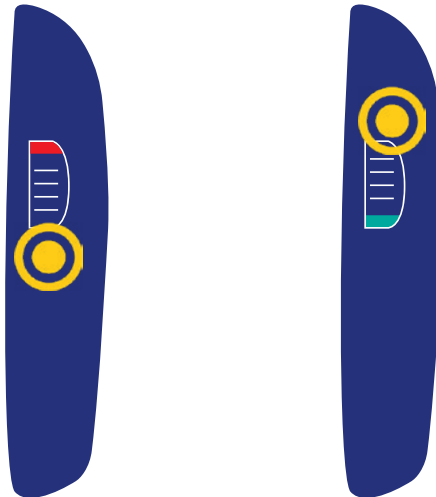


6

Hold down the P button for up to 5 seconds until the LED starts to flash and you will hear the confirmation sound in your hearing systems. Release the P button as soon as you hear the confirmation tone. Upon releasing the P button, the LED will turn solid green.

7

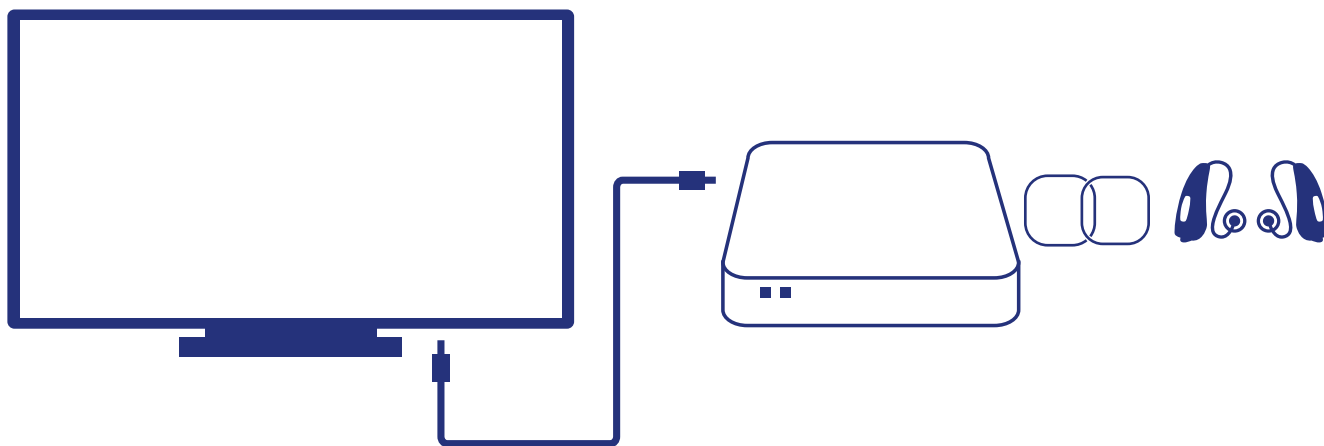
Switch the key lock to red to leave setup mode.



8

To be able to operate with the Smart Key, you need to release the key lock. Switch the button on the side until you see the green part. Now you can operate your hearing systems with the Smart Key.

Pairing Smart Transmitter 2,4 with the hearing systems and TV



1

Connect TV and Smart Transmitter 2,4

Connect the Smart Transmitter 2,4 using the TOSLINK- or the RCA/Chinch-Cable.

2

Smart Transmitter 2,4 turn on

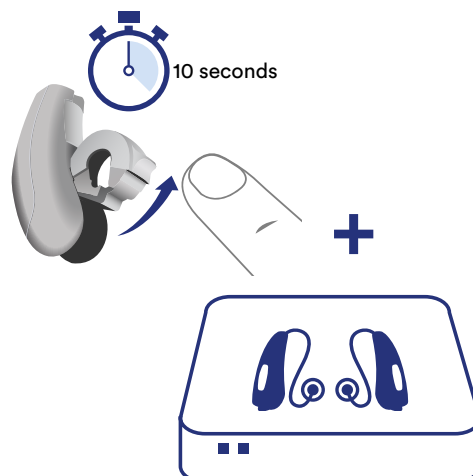
Connect the provided power cord to Smart Transmitter 2,4 and plug into power supply. The Smart Transmitter 2,4 is turned on and the Power LED is red.

3

Pairing the hearing systems with the Smart Transmitter 2,4

To put the hearing system in pairing mode, open the battery compartment completely and wait for 10 seconds until the system has completely shut down. Then close the battery door. The hearing system will be in discovery mode for 3 minutes. Place the hearing systems on top of the Smart Transmitter 2,4. Both lights on the transmitter should turn solid blue for 30 seconds. The pairing is complete when blue lights go out. The hearing systems are now connected to the Smart Transmitter 2,4.

Li-Ion-hearing systems need to be placed into the charging station for up to 10 seconds. When taken out again, the hearings systems are ready to pair.



Download Audio Service App

[iPhone](#)
[pages 15-16](#)

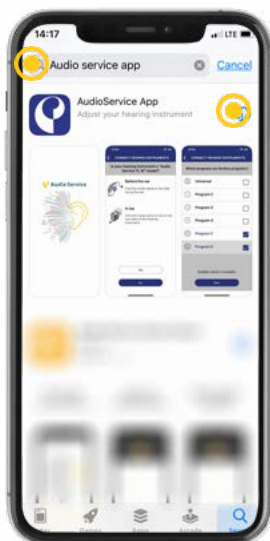
[Android](#)
[page 17](#)

Download Audio Service App for iPhone

Extend the features of your hearing systems.

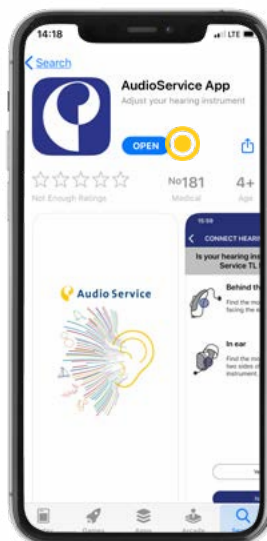
1

Go to App Store and search for „Audio Service App“ and download the app.



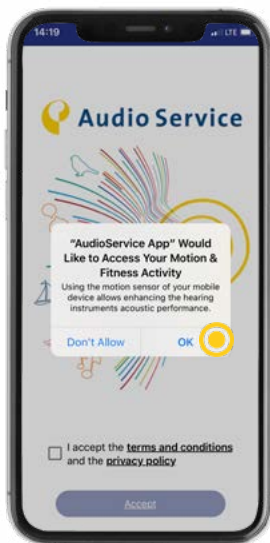
2

Once the download is complete, the app installs itself automatically and you can open the Audio Service App.



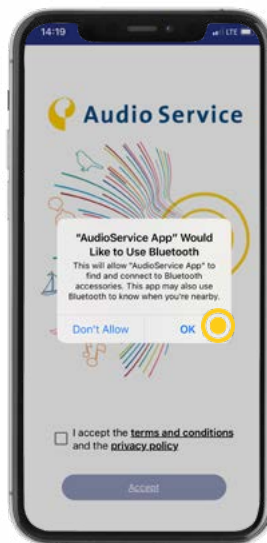
3

For use of the app to its full extent, you need to allow access to your „Motion & Fitness Activity“. Please tap „OK“ to be able to use all functions of the app properly.



4

Now allow the app to use your Bluetooth®.

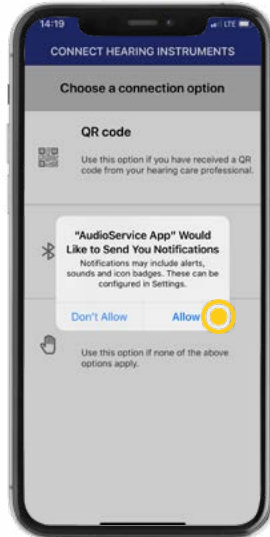


Important Note

Should your hearing systems not yet have been paired with the iPhone please do so before continuing with steps 5-9. How to pair your iPhone with the hearing systems you can find on [page 5](#). The iPhone does not automatically pair out of the app function. Therefore, the extra steps detailed on [page 5](#) are necessary.

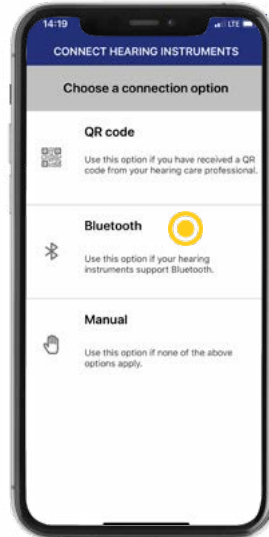
5

Tap on „Allow“ to receive app notifications.



6

Now tap on „Bluetooth“ to connect your hearing system.



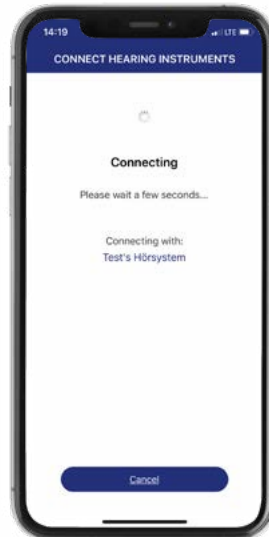
7

The iPhone now automatically searches for your hearing system.



8

The iPhone is now connecting to your hearing system.



9

Your hearing systems are connected now! Tap on „Let's go“ to start using the app.

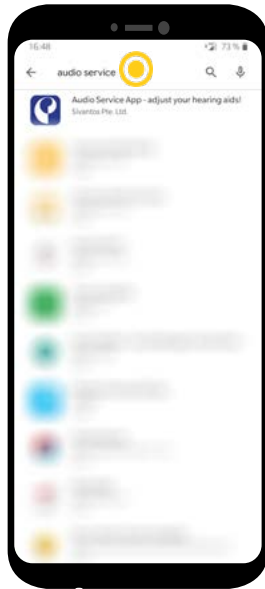


Download Audio Service App for Android

Extend the features of your hearing systems.

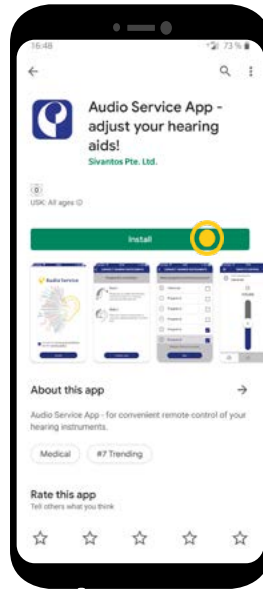
1

Go to Play Store and search for „Audio Service App“ and download the app.



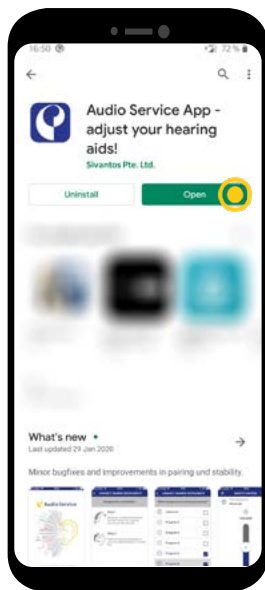
2

Install the Audio Service App by tapping „Install“.



3

After the successful installation, tap on „Open“ to start the app.



Important Note

When the app is opened, the pairing with the hearing systems is done automatically. These steps are detailed on [page 7](#).

Tipps for use of the Audio Service App

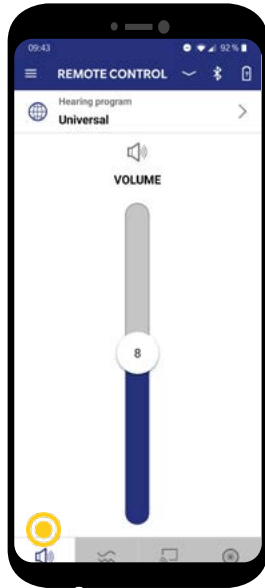
[Sound balance](#)
[pages 19-20](#)

Sound balance

Fine-tune your hearing systems.

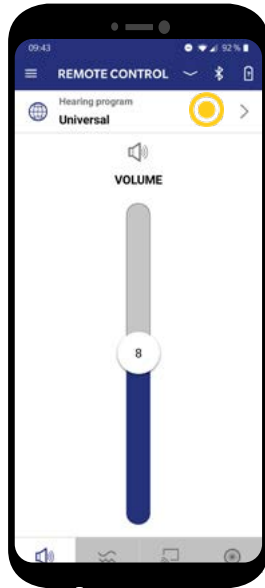
1

When starting the app, the menu „Volume“ opens automatically. Move the slider to adjust the volume of your hearing system.



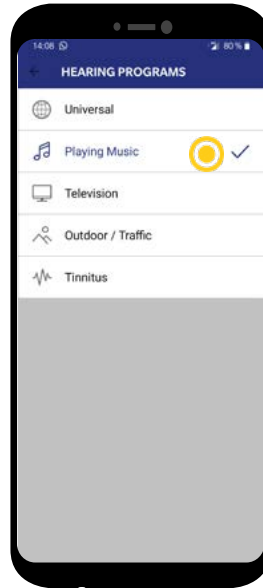
2

The pre-programmed hearing programs installed by your HCP can be changed by tapping on program choice.



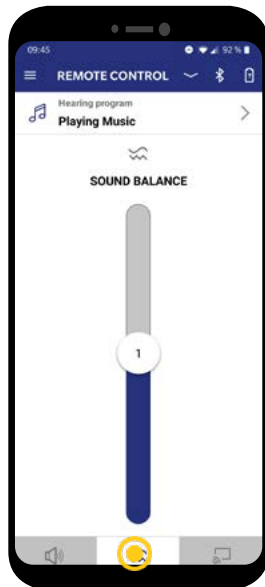
3

Choose for example the music program. A click on the respective line activates the program and you will return to the initial screen automatically.



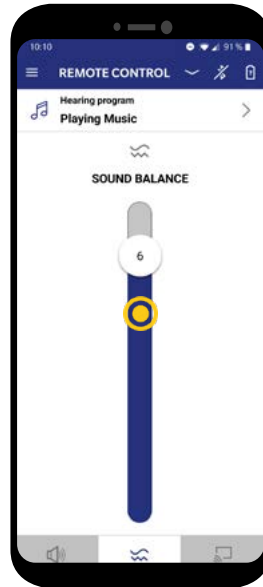
4

To change the overall sound to clearer or softer select the second tab.



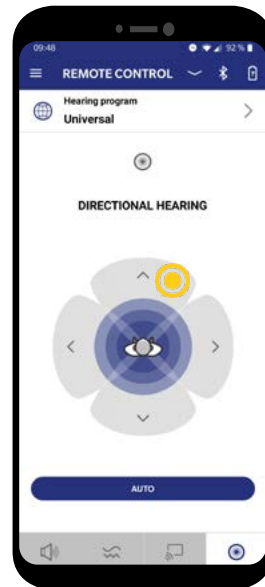
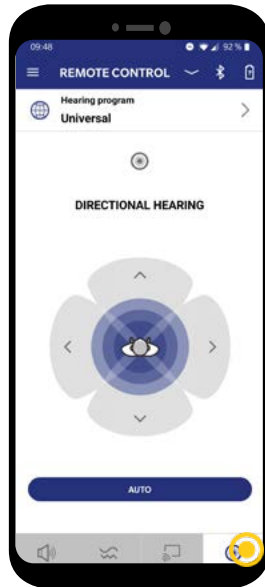
5

Move the slider down and the sound becomes clearer. The farther you slide the controller up the softer the sound becomes.



6

The settings of the microphone focus can only be adjusted in the program „Universal“. This can be found in the fourth tab. Default mode is always automatic mode.

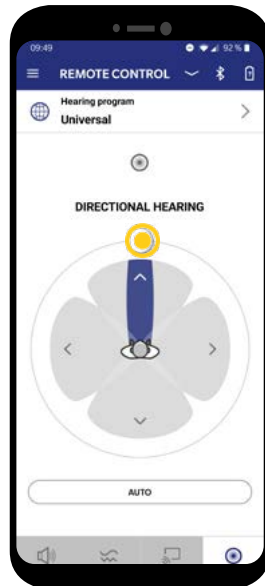
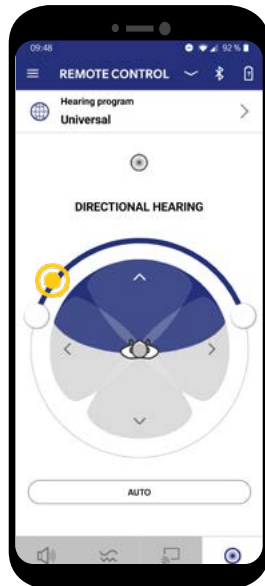


7

You are in the Universal mode. In this mode, the microphone selects the directionality automatically. Change the mode with a click on the respective direction.

8

You can adjust the slider to widen the focus.

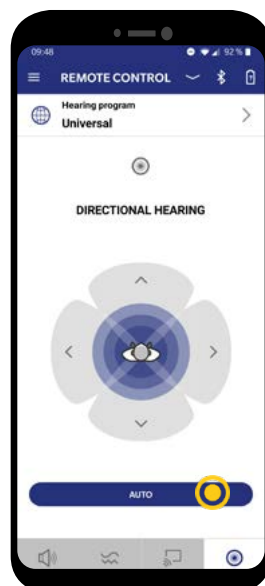
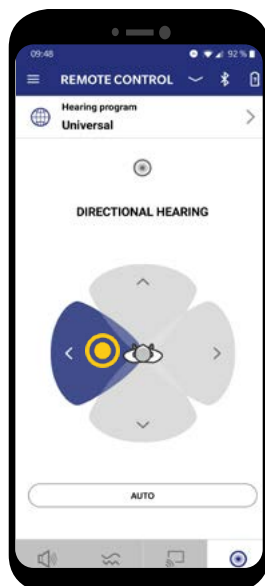


9

When you have selected a forward directionality for the microphone, you can additionally configure the focus by using the slider.

10

Should you wish to understand a person speaking from the side, you can also adjust the focus on that side.



11

To switch back into automatic mode, push the button „AUTO“. There is no automatic set back.

Smart usage advice

[iPhone
as microphone :
conference mode
page 22](#)

[Smart Mic
as microphone:
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with the hearing system
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[TV-Audio streaming
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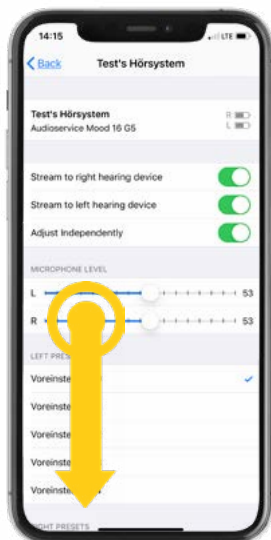
[Air travel with hearing system
and smartphone
pages 28-29](#)

iPhone as microphone for conference mode

Follow the presenter with ease.

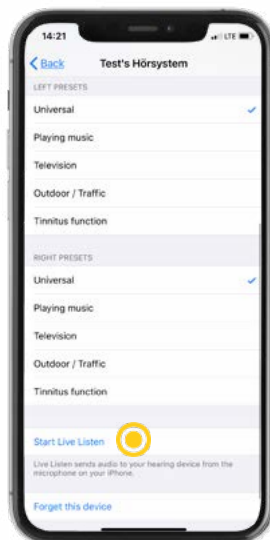


1



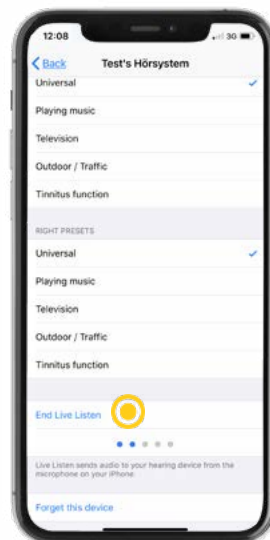
As described on [page 5](#), open the menu „hearing system“ and scroll down to the function „Start Live Listen“.

2



Now tap on „Start Live Listen“ to start.

3

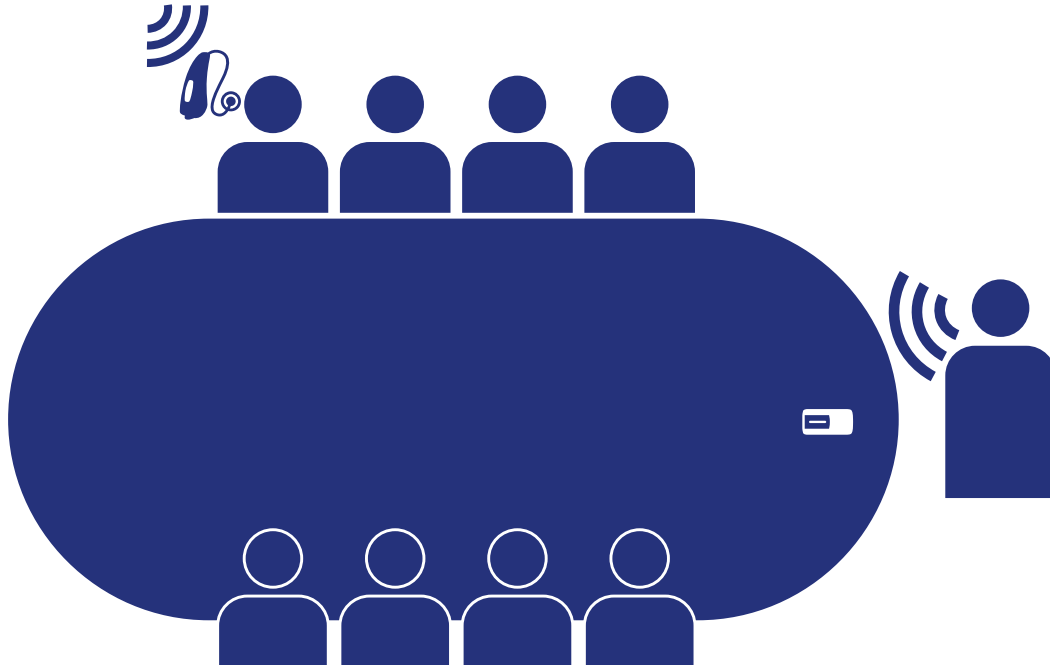


Now your iPhone transmits the audio signal directly to your hearing system. Select „End Live Listen“ to end the transmission of the audio signal.

Smart Mic as microphone for

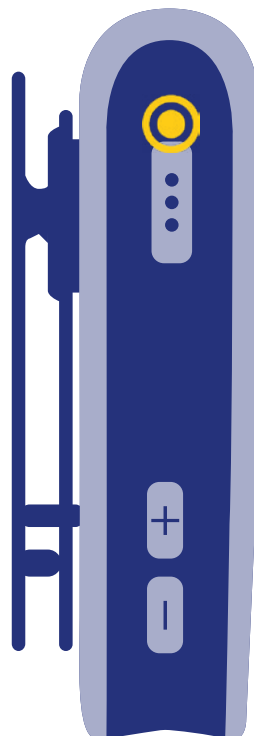
conference mode

Follow the presenter with ease.



Start

Push the multi-function button in on-mode for app. 3 seconds. The status indicator shows magenta. The Smart Mic is now in conference mode.



End

To end the conference mode again press the multi-function button for about 3 seconds. The status indicator changes to yellow or blue.
yellow = Smartphone not connected
blue = Smartphone connected

Tipp

Use the conference mode for example also in a restaurant or other loud hearing environments. Use the lanyard of the Smart Mic and place it around your conversation partner as you would a necklace - and the conversation becomes a hearing pleasure.

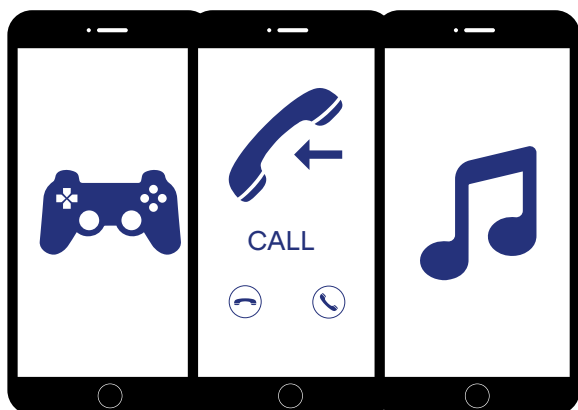
Audio streaming iPhone

Phone calls, music, etc. directly on the hearing system.

1

Automatic streaming

With successful pairing of the iPhone with the hearing system, all audio output is directed automatically to the hearing system.

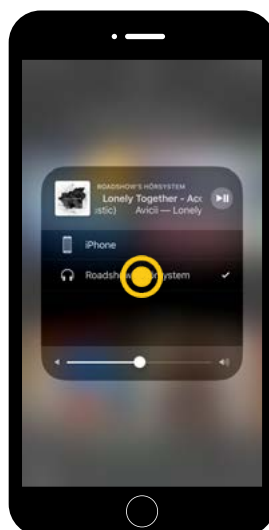
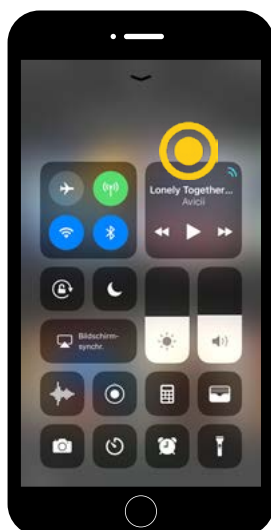


2

Direct audio streaming to the hearing system

The audio output is not transferred correctly to the hearing system? Please check the following settings.

Open the control center of the iPhone and go to music player.



Choose for the audio output the hearing system manually.

Audio streaming Android

Phone calls, music, etc. directly on the hearing system.

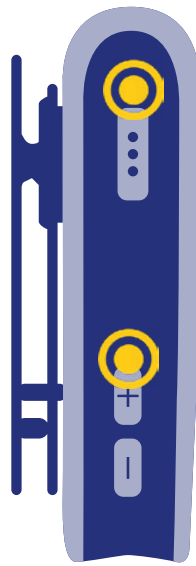
Note:

To be able to use the following functions in connection with your Android smartphone, you need the additional accessory Smart Mic. If you have not yet paired the hearing system with the Smart Mic please follow the steps 1 and 2. Have you already paired the devices successfully, please start with step 3.

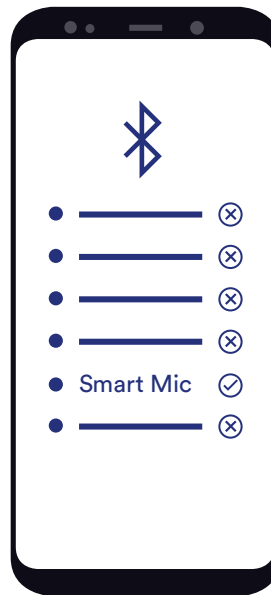
Pairing Smart Mic with Smartphone

1

Press and hold down the multi-function button together with the volume (+) switch until the status indicator shows blue. This takes about 6 seconds.



2

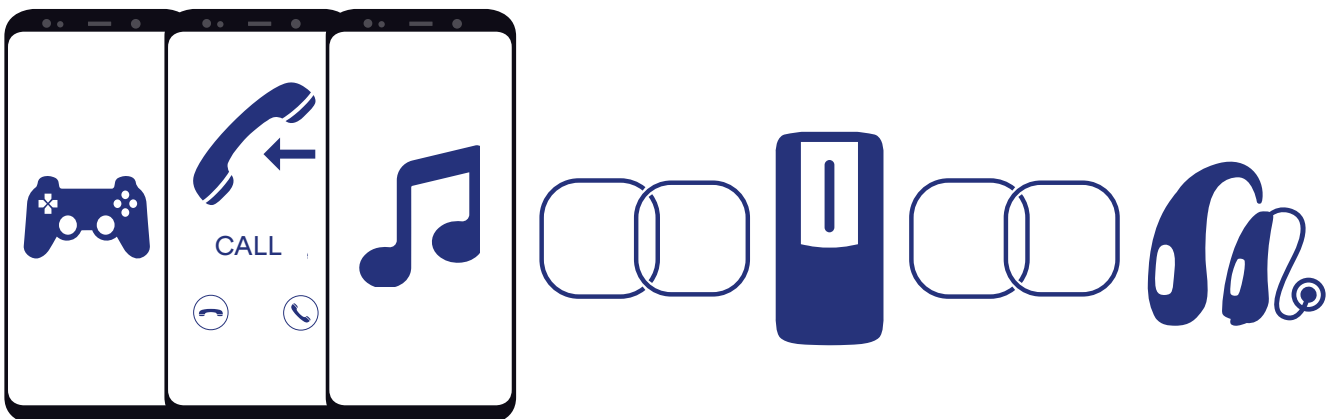


Check the smartphone settings for the *Bluetooth*® connection menu. Pair the smartphone with the Smart Mic.

3

Automatic streaming

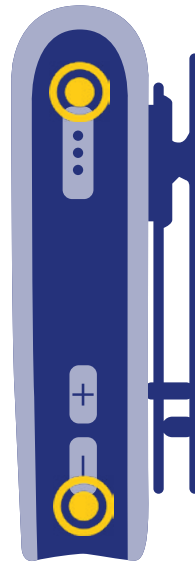
With successful pairing of the Smart Mic with the hearing system, all audio output is directed automatically to the hearing system.



4

Button mode incoming call

Use the Smart Mic as remote control and leave the smartphone in your pocket. The hearing system emits the ring tone.



Accept the call

As soon as you hear the ring tone you can accept the call by pressing the multi-function button of the Smart Mic.

Reject the call

Press the volume (-) button down for 3 seconds during the incoming call.

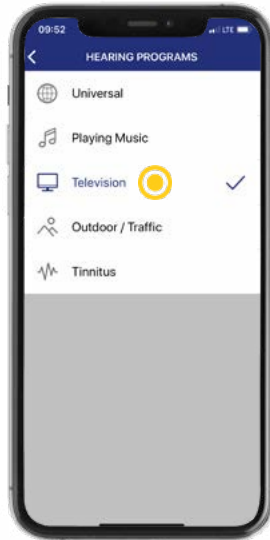
Note:

To transmit audio signals to the hearing system the accessory Smart Transmitter 2,4 is necessary.

TV-Audio streaming iPhone

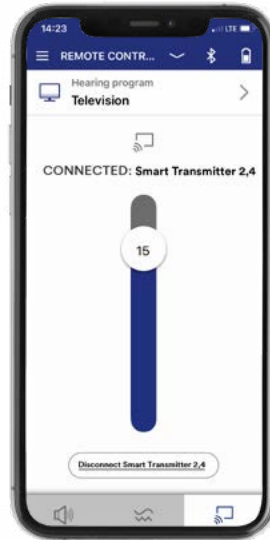
1

Select „Hearing programs“ and change the program to „Television“.



2

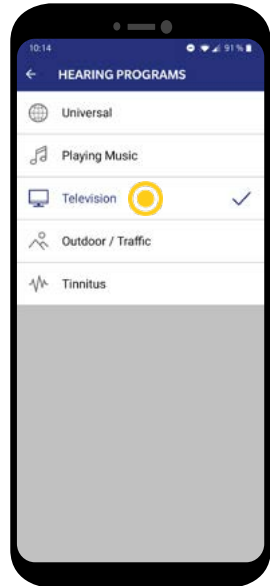
The sound of the TV is now transmitted to the hearing system. You can adjust the volume individually by using the slider. To end the transmission, tap on „Disconnect Smart Transmitter 2,4“.



TV-Audio streaming Android

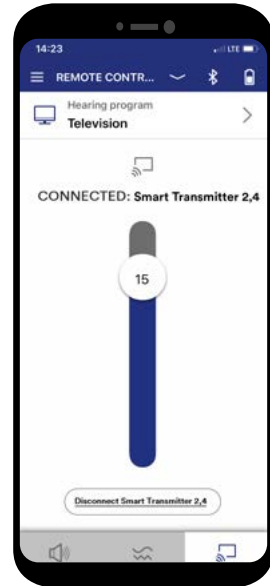
1

Select „Hearing programs“ and change the program to „Television“.



2

The sound of the TV is now transmitted to the hearing system. You can adjust the volume individually by using the slider. To end the transmission, change the hearing program.



TV-Audio streaming alternative



Should the smartphone not be around, the hearing program can be changed or the TV stream started with the hearing system directly or with the help of the Smart Mic.

Air travel with hearing system and smartphone

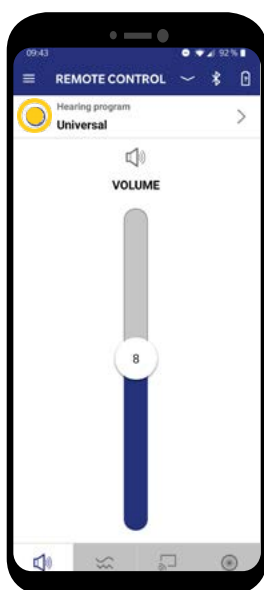
Note:

Should you be advised during air travel to switch off all devices with wireless connection or to put the devices into flight mode, it is very important to follow the steps below to disable the wireless connection of hearing system as well as of the smartphone. Please note that the steps for hearing system and smartphone have to be done separately for each type of device.

Deactivate wireless connection at the hearing system

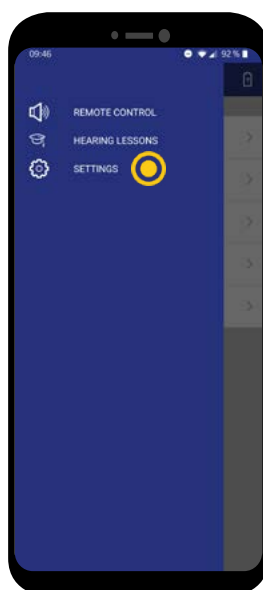
1

Open the Audio Service App and open the menu with a click on the symbol top left.



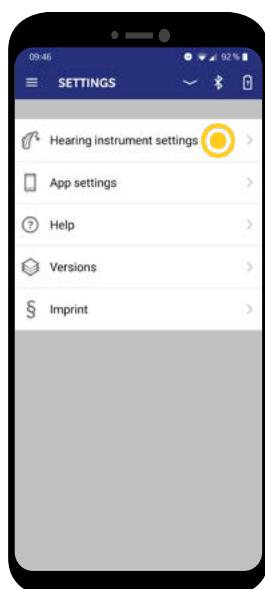
2

Select „Settings“.



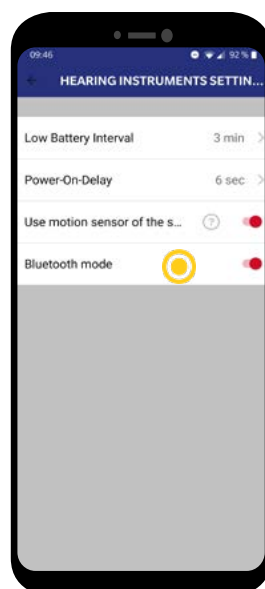
3

Select „Hearing Instrument settings“.



4

Slide the button of the setting „Bluetooth mode“ to the left. Now the *Bluetooth*® function of your hearing system is off and the hearing system is in flight mode. On arrival, you can activate Bluetooth mode once more by sliding the button to the right.



What does flight mode mean for the use and application of the hearing systems?
The *Bluetooth*® connection at the hearing system is disabled. You can use the app still but with less functionality. To enable this, the smartphone sends high frequency order tones to the hearing system.

Deactivate the wireless connection at the smartphone

1

Activate flight mode

Search for the flight mode in the smartphone settings and activate it. Only now both wireless connections of the hearing system and the smartphone are disabled.

