BeHear® NOW

User Manual

Sound Enhancement by Alango Technologies, Ltd.

Wear & Hear is the brand name for a line of concept, future-looking wearable audio devices that are developed by Alango Technologies, a leading supplier of voice and audio enhancement technologies for the communication and entertainment markets.

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For more information, contact:
Wear & Hear
c/o Alango Technologies, Ltd.
2 Etgar St.
Tirat Carmel, ISRAEL 3903213
Tel.: +972 (0)4 858-0743
info@WearAndHear.com
support@WearAndHear.com

www.WearAndHear.com

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Introduction

BeHear NOW 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 NOW 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
- **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:

Device Overview

BeHear NOW 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		Power button	Press and hold down to turn BeHear NOW on and off. Press briefly to show battery level (when BeHear NOW is on).	
4		Volume up button	Press (short presses or continuous press) to increase call/audio volume.	
5		Multi-functional button	Handle phone calls (read Handling Phone Calls) Handle listening to audio (read Listening to Audio)	
6		Volume down button	Press (short presses or continuous press) to decrease call/audio volume.	
7		Hearing volume up button	Press (short presses or continuous press) to increase ambient sound volume.	

	Icon	Component	Function
8		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.
9		Hearing volume down button	Press to decrease (short presses or continuous press) ambient sound volume.
10		Silicone ear buds	Mushroom type; extra-small, small, medium, large sizes Conical type; small, medium, large sizes Tulip (open fit) type; medium size
11		Silicone ear hooks	Symmetrical left (L) and right (R) variations Three sizes of each variation: small, medium, large
12		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.
13		Magnets	Built-in magnets to secure earpieces to each other when not in use
14		Clips	Plastic clips to fold back free ends of the cables, making the headset more compact.
15		Serial number label	Unique number identifying the BeHear NOW headset in the Connection screen of the W&H BeHear smartphone application

Basic Operation

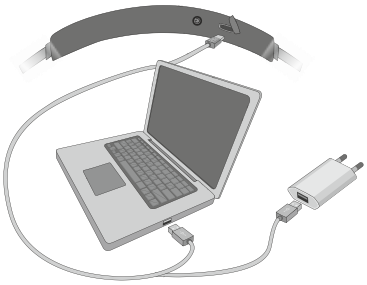
Charging the Battery

Before using your BeHear NOW headset for the first time its battery should be charged for approximately two hours.

To charge the battery:

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 NOW neck band.

During charging the LED on the neck band will be red, turning green when BeHear NOW is fully charged.



***Note**: The BeHear NOW headset cannot be used while charging.*

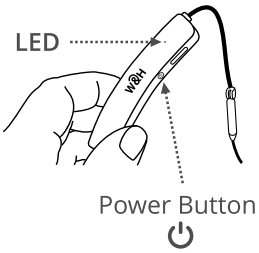
Turning the Headset ON and OFF

To turn on BeHear NOW:

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 NOW:

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 the application.*

Checking the Battery Status

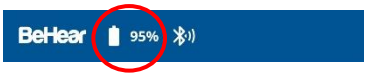
You can view an estimate of the remaining battery charge in either of two ways.

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.

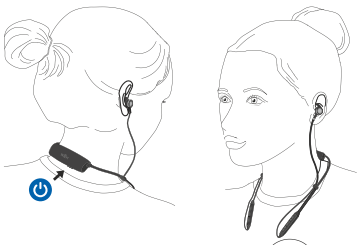
***Note**: During headset use, if the battery level drops below 10% the LED flashes red and a voice prompt alert is heard periodically.*

Wearing Instructions

BeHear NOW 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 NOW headset as described below:

1. Place the BeHear NOW 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 NOW 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 fold the cables into the clips, and then 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 NOW 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 NOW 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 NOW when using it outdoors, we recommend that you carry the smartphone connected over Bluetooth with the BeHear NOW on the right side of your body.

Getting Started

Pairing with Bluetooth Devices

Before you can start using your BeHear NOW 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 Screen" below).
- Using your smartphone's Bluetooth setup process. Make sure the Bluetooth function is turned on in the Bluetooth device. The headset will appear in the list of available devices as **BeHear NOW**.

How to Place the BeHear NOW Headset into Pairing Mode

1. Make sure the BeHear NOW 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 NOW headset will be connected to the Bluetooth device automatically, as indicated by the blue LED which blinks periodically every 5 seconds.

Pairing BeHear NOW with Additional Bluetooth Devices

After pairing BeHear NOW with the first Bluetooth device repeat the same steps to pair it with additional Bluetooth devices. Your BeHear NOW 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 NOW remembers and can connect automatically with the last two connected devices.

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

Choosing from Multiple BeHear NOW Headsets Paired to the Same Smartphone

If you have more than one BeHear NOW headset paired with the same phone you can choose the desired headset by its serial number. The serial number of the BeHear NOW 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 NOW neck band.

Connecting Simultaneously to Two Different Bluetooth Devices

Your BeHear NOW 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™ TV transmitter** (a Wear & Hear companion product, sold separately), you can receive calls or listen to audio from both devices without having to disconnect and reconnect.

RECOMMENDATION:

If a long time has passed between uses, a short press on the BeHear NOW headset Power button will initiate reconnection to the paired Bluetooth device - HearLink transmitter or/and the smartphone.

BeHear NOW headset supports two typical connection use cases:

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

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

Checking for Updates

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

To check for an update:

1. Make sure the BeHear NOW 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 typical audiograms available in the **Library** of the application.

The results (whether generated from the hearing assessment, chosen from the library, or manually input into the editor) are automatically applied to the four BeHear NOW presets – Indoor, Outdoor, Crowd and Live Music – to create profiles that reflect your own hearing abilities. These personalized profiles ensure that you get the most benefit from BeHear NOW, using it as a truly personal sound amplifier. Music and phone calls sound 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. The results will be saved in the application and applied to the headset to be used to adjust the audio performance of your personal BeHear NOW 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.

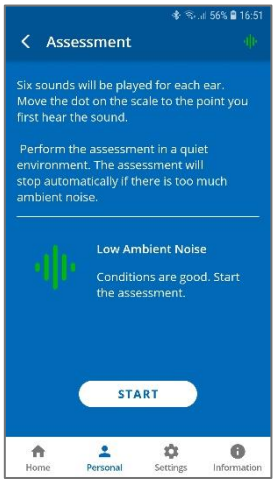
The other is the **Comfortable Level**, which reflects the volume level at which it is most comfortable for your ear to process the testing sound.

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.
- The BeHear NOW headset is turned on and connected to the smartphone via Bluetooth.
- You are wearing your BeHear NOW 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 can be done only after completing the previous one.

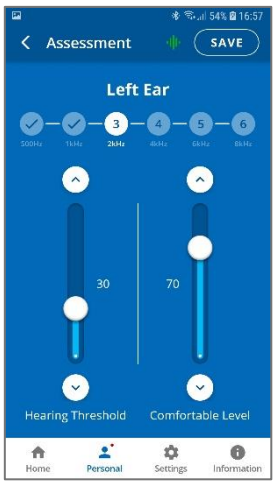
If you use the **Basic** assessment:

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 "∨" buttons on the screen as well as the volume buttons on the phone can also be used to adjust the volume of the testing sound.*

If you use the **Advanced** assessment:

1. Set the **Hearing Threshold** level by placing your finger on the round button on the scale and sliding it up until you clearly hear the sound, then slowly move it down to the lowest level at which you can still hear the sound. You can do this as many times as needed to find the correct sound threshold level for you.
2. Move the **Comfortable Level** slider to find the most comfortable listening level for the testing sound in the left ear (neither too loud nor too soft).



***Note**: The **Comfortable Level** will always be higher (louder) than the **Hearing Threshold**.*

3. Once both sliders are set to the desired positions, tap the **SAVE** button at the top right corner of the screen.
4. Repeat those actions for the five remaining testing sounds for the left ear, and then repeat the process for the right ear.
5. Save the results, as instructed by the app prompts.

***Note**: Before saving the assessment results you can return at any time to the previous stages of the assessment to verify and modify your input. Simply tap the relevant frequency indicator at the top of the screen to review and/or repeat the assessment for that frequency.*

Hearing Assessment Results

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

The assessment can be re-taken at any time.

***Note**: Only the most recently applied results are saved and used in the headset.*

Using BeHear NOW

Personal Hearing

Once powered on, the BeHear NOW 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:***
> *We recommend turning off key tones (alerts, notification sounds, keyboard taps, etc.) in the smartphone connected to your BeHear NOW headset. Another alternative is to place the phone in "vibrate" or "silent" mode. This will guarantee smooth and pleasant operation of your BeHear NOW as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.*

Four different presets have been created to support optimal hearing for various environments: **Indoor**, **Outdoor**, **Crowd** and **Live Music**. These presets can be used as is, out-of-the-box. They will be personalized automatically based on the results of the BeHear NOW **Hearing Assessment**, which is included 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 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**).

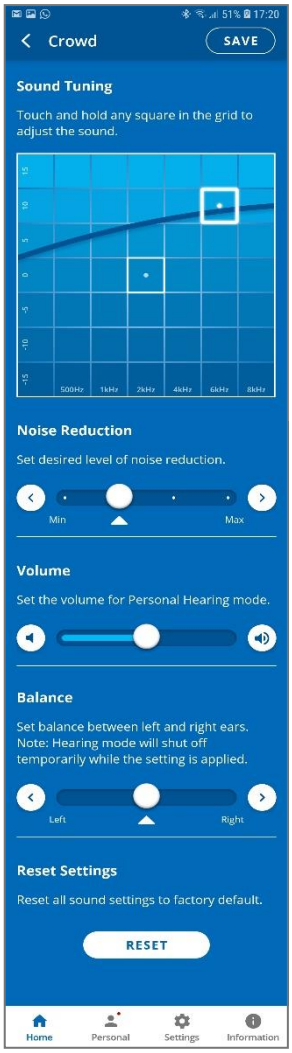
Managing Personal Hearing Using the W&H BeHear App

- Tap any of the four preset buttons in the **Home** screen to activate Personal Hearing amplification in the desired environment (**Indoor**, **Outdoor**, **Crowd** or **Live Music**). 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

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

Use the left-hand control box on the headset cable to handle 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 phone calls, making it more intelligible. The **EasyListen** function can be controlled from either the headset or the **W&H BeHear** app.

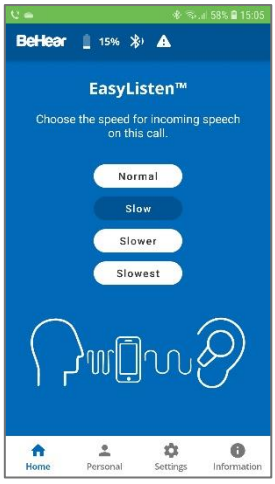
Use the right-hand control box on the headset cable to manage EasyListen:

- 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 NOW 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.
- 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 NOW 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.

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

- Tap the **ON/OFF** switch located to the right of the **ListenThrough™** title to the desired position to mute (white dot) or unmute (blue dot) ambient sound during audio play.
- Use the slider to set the desired volume of the ambient sound by touching the round button on the scale and dragging it left (softer) or right (louder).
- Set the large round dot on the slider to the far left to deactivate ListenThrough. Moving the large round dot to the right reactivates ListenThrough.

Mobile Application

Installing the Application

For Android Phones

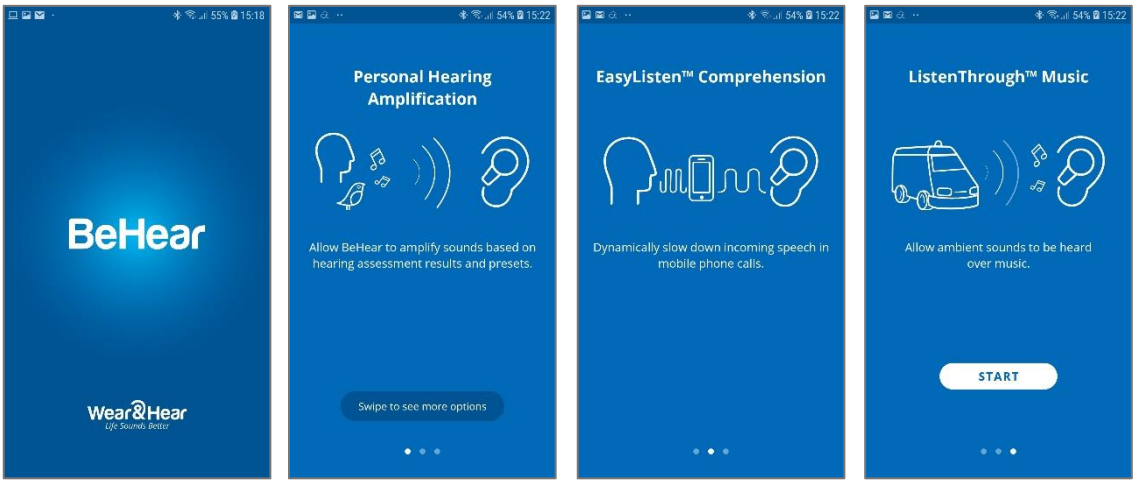
1. Launch the Google Play application and search for **W&H BeHear**.
2. Download, install and launch the application.

For iPhones

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

Introduction Screens

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



Navigate between the introduction screens by swiping the phone.

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

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

Connection

To manage the pairing and connection of your BeHear NOW 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 NOW headset is connected to the phone.

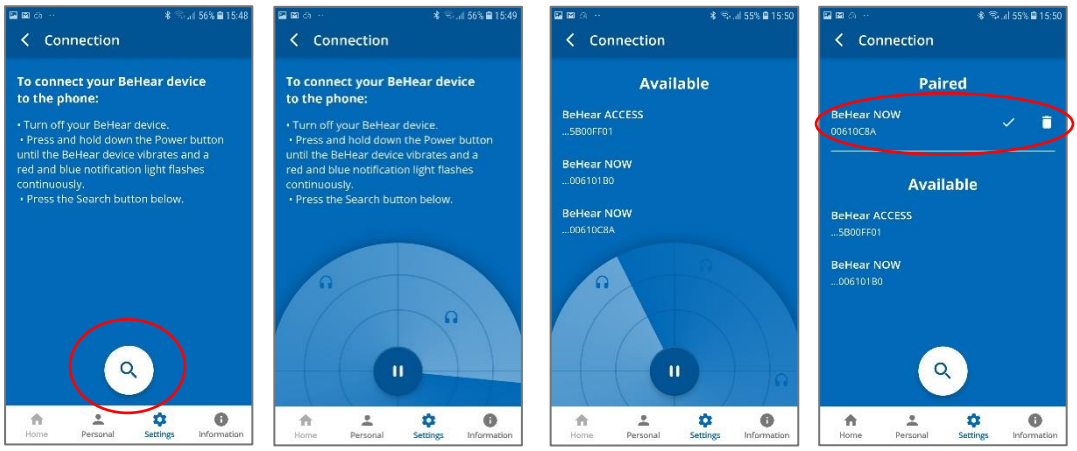
You can display the Connection screen at any time by tapping the **Settings** icon at the bottom of the screen and choosing the **Connection** option.

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

Connection with an Android Phone

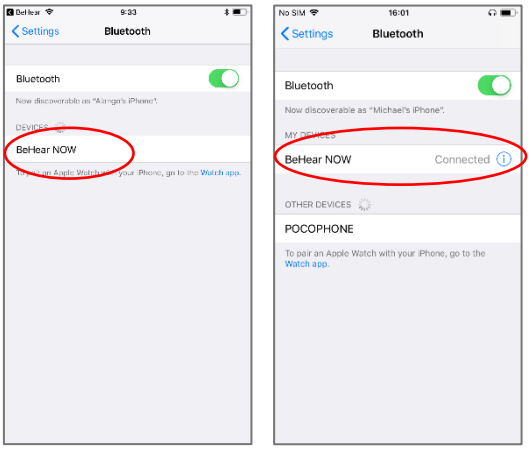
1. Make sure your BeHear NOW is powered on and in Bluetooth pairing mode.
2. In the **Connection** screen tap the search button (magnifying glass icon) to start the scan.
3. The product name **BeHear NOW** followed by the last several characters of the device's serial number will appear in the list of **Available** devices. You can verify the device by checking that the serial number printed on the inside panel of the BeHear NOW neck band (on the white label) matches the number in the list.
4. Select your BeHear NOW headset in the list by tapping the device name. When the pairing and connection process is complete the headset will be listed in the **Paired** devices section, followed by a ✓.
5. When the BeHear NOW device is connected the app will display the Home screen.

- To **disconnect** BeHear NOW tap the name of the connected device in the list.
- To **unpair** BeHear NOW tap the icon.



Connection with an iOS Phone

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

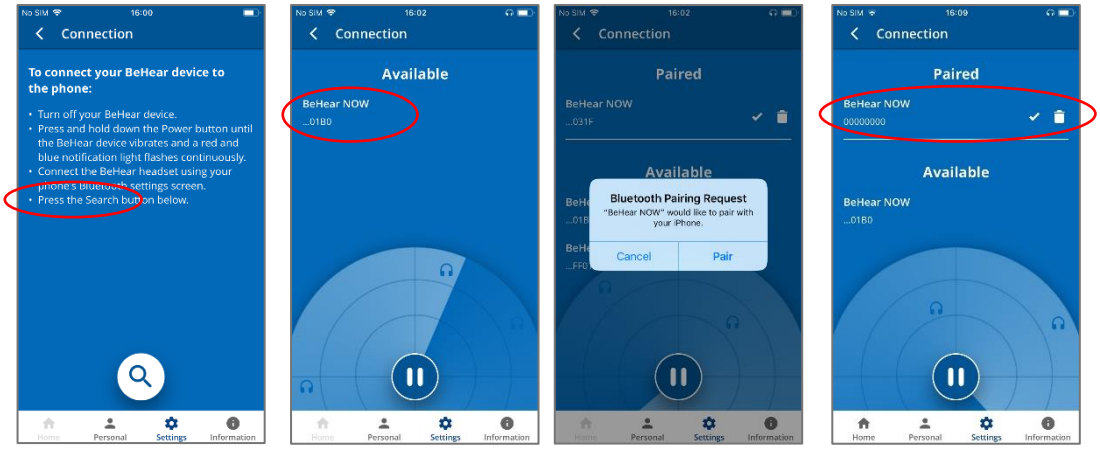


3. Launch the W&H BeHear app. In the list of **Available** devices look for the product name **BeHear NOW** followed by the last several characters of the serial number.

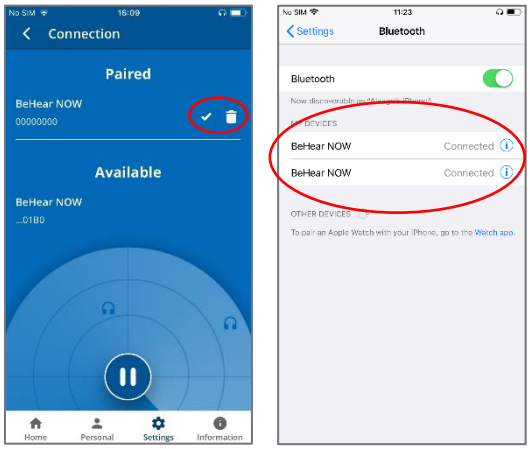
4. Make sure that the serial number matches the serial number printed on the inside panel of the BeHear NOW neck band (on the white label). Select BeHear NOW in the list by tapping the device name. The **Bluetooth Pairing Request** prompt appears.

   ***Note**: If the time between pairing the headset in the Settings application and launching **the** W&H BeHear app is longer than two minutes you will be prompted to double click the Power button of the headset to continue with the connection process.*

5. Select **Pair** and wait for 2-3 seconds to complete the synchronization.
6. When the pairing and connection process is complete the headset will be listed in the **Paired** devices section, followed by a ✓.
7. When the BeHear NOW device is connected the app will display the Home screen.



- To **unpair** BeHear NOW from the application tap the icon in the **Connection** screen.
- To **unpair** BeHear NOW from your phone delete both records of the BeHear NOW 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 NOW as a personal sound amplifier. Available control functions are:

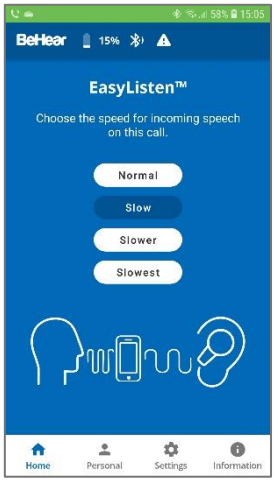
- Preset selection buttons – **Indoor**, **Outdoor**, **Crowd**, **Live Music**
- Hearing volume control slider with an option to turn hearing amplification OFF and ON.
- Tuning button to manage advanced sound tuning options.

Audio Player State

In this state the Home screen supports managing the ListenThrough function of the BeHear NOW 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 NOW, 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

✓ Sound Tuning

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

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

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

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

✓ Noise Reduction

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

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

✓ Volume

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

✓ Balance

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

The setting is applied to the volume control – in addition to the results of the built-in hearing assessment – and will be active in all operation modes of the headset: phone calls, audio playback, and personal hearing.

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

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

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

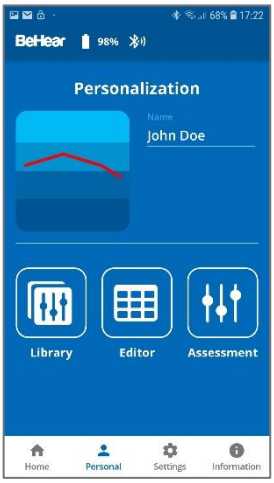
✓ SAVE

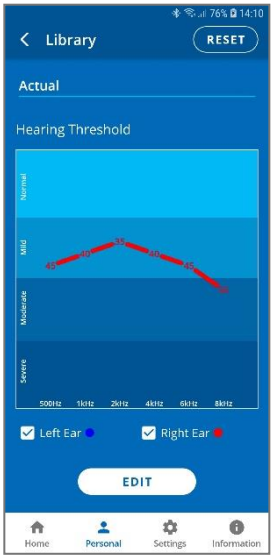
The **SAVE** button saves the **Sound Tuning** and **Noise Reduction** settings for the active preset only.

✓ RESET

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

Personalization





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

✓ **Library**

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

✓ **Editor**

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

✓ **Assessment**

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

✓ **User Name**

Unique names are generated and saved as the User Name foreach 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 NOW 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

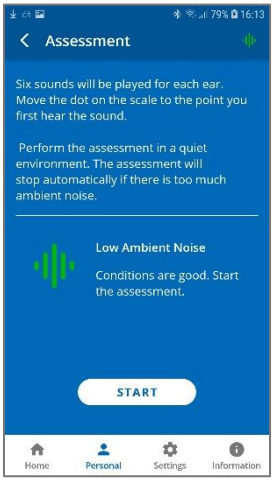
Personal Hearing Assessment

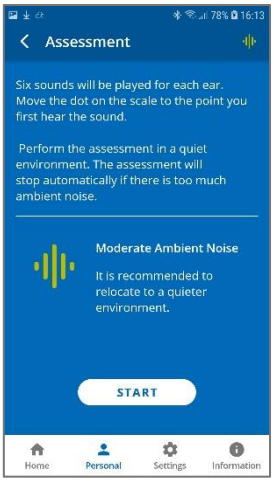
Choose the **Assessment** option in the menu or tap the warning icon in the notification area to access the hearing assessment screens.

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.

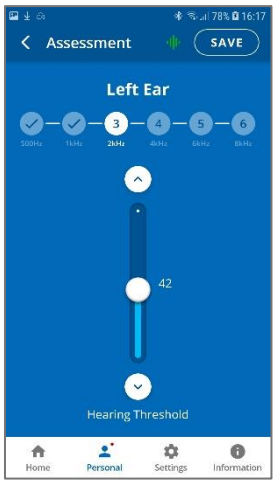
You can perform the assessment only if you are in a quiet environment. It is not possible to perform the assessment if the ambient noise level (as determined by the app) is too high.

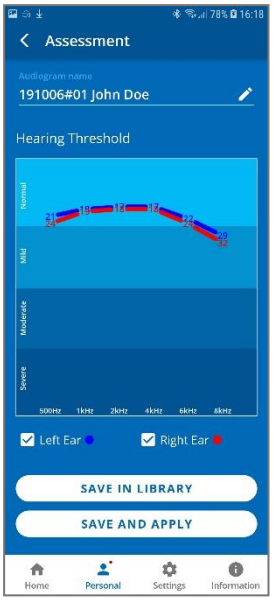




If the **Basic** assessment has been selected in the Device Settings:

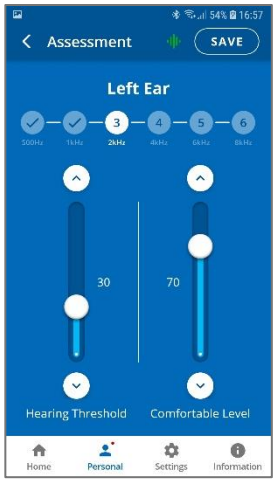
- The assessment screens contain a single slider.
- In order to progress with the assessment, you must tap **SAVE** (at the right top corner of the screen) after setting the slider for each frequency.
- The assessment results shown after completing the assessment display a single chart for the hearing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

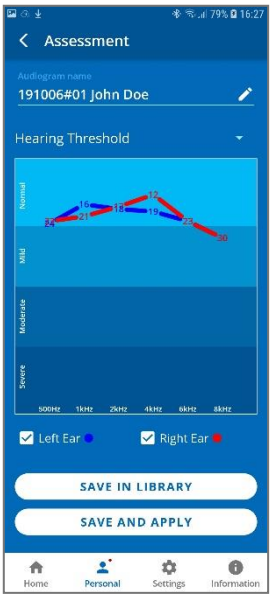


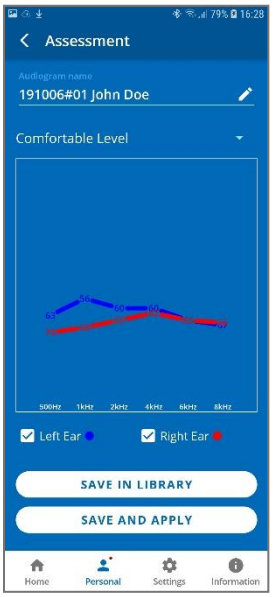


If the **Advanced** assessment has been selected in the Device Settings:

- 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.



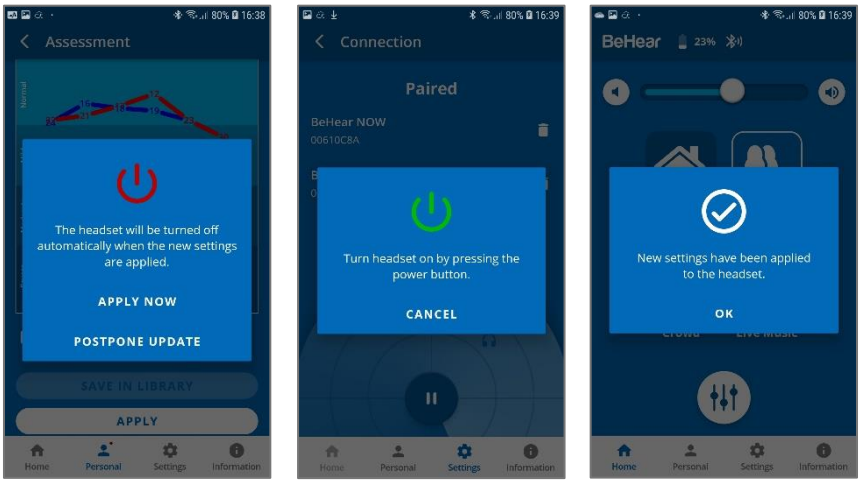




To save the assessment results and apply them to the headset:

- 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 NOW headset.
- Choose **APPLY NOW** in the notification dialog to apply the results to the BeHear NOW headset. The headset will shut down automatically. You must turn on the headset manually following notification on the screen to complete the upload process.
- 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

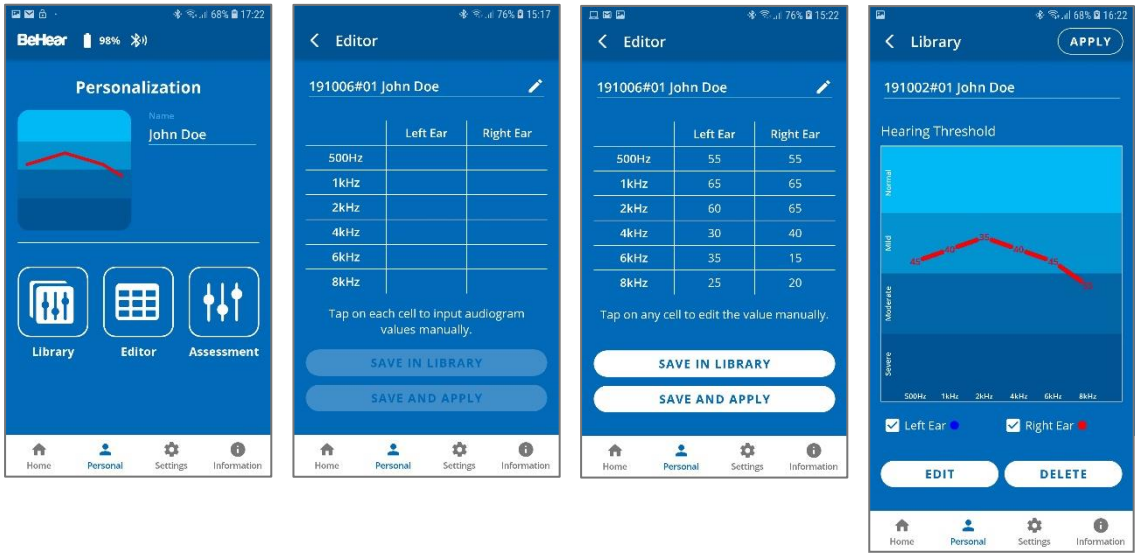
you that you have a postponed action. Results of the last assessment are applied automatically when the headset is turned back on.



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

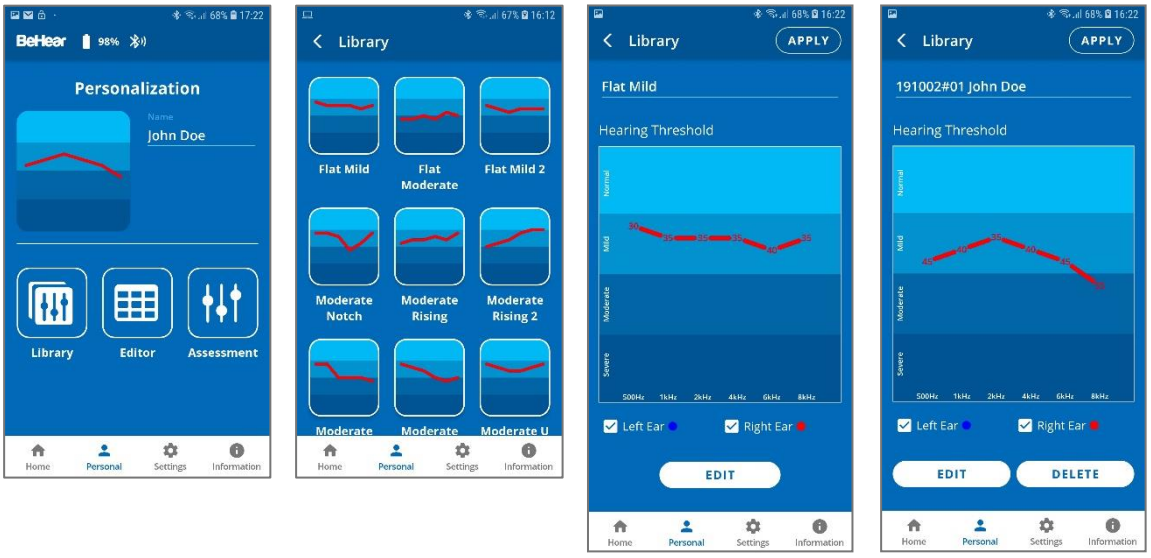


Library of Audiograms

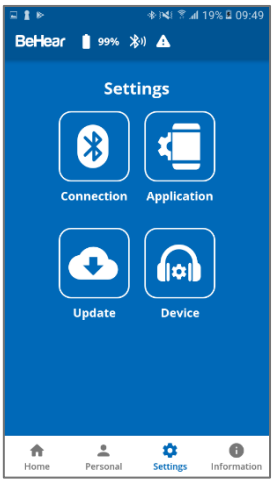
The app library contains typical preinstalled audiograms as well as audiograms you have saved.

- Choose **Library** in the Personalization screen to open the gallery of audiograms.
- Tap a chart in the list to display its values in full screen.

- Tap **APPLY** to upload the audiogram to your connected BeHear NOW headset.
- Tap **EDIT** to manually edit the existing values.
- Tap **DELETE** to remove this user audiogram from the library. The preinstalled typical audiograms cannot be deleted.



Settings



Customization of both the 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 NOW headsets with the app.

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

✓ **Application**

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

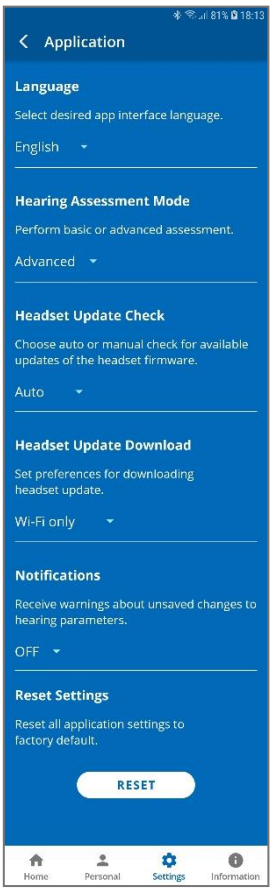
✓ **Device**

Tap the **Device** button to configure the connected BeHear NOW 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

✓ **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 tapping the **ON/OFF switch** on the Personal Hearing screen in the application.
The recommended setting (application default) is **ON**.

✓ **ListenThrough™ Music**

This setting defines the automatic activation behavior for the ListenThrough function of ambient sound passthrough while listening to audio, as follows:

- **ON** – automatically turned on when music playback starts
- **OFF** – automatically turned off when music playback starts
- **Last State** – automatically turned on or off according to the last choice during the previous music playback

The function can be turned on or off manually in real time either by pressing and holding on the right-hand control box or by tapping the **ON/OFF switch** on the Personal Hearing screen in the application.
The recommended setting (application default) is **Last State**.

✓ **EasyListen™ Comprehension**

This setting defines the automatic activation behavior for the EasyListen function of slowing down speech tempo during phone calls, as follows:

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

***Note**: The function can be turned ON or OFF manually in real time via the app only.*

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

✓ **Voice Prompts Language**

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

✓ **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).

***Note**: This control is not available for BeHear NOW headsets with firmware release version below 0103.*

✓ **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).

***Note**: This control is not available for BeHear NOW headsets with firmware release version below 0103.*

✓ **Vibration**

This setting controls vibration notification behavior in the BeHear NOW 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 (application default) is **ON**.

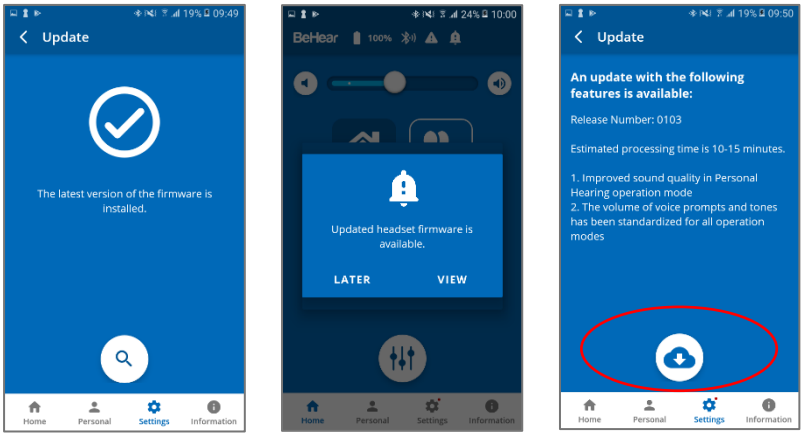
Headset Update

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

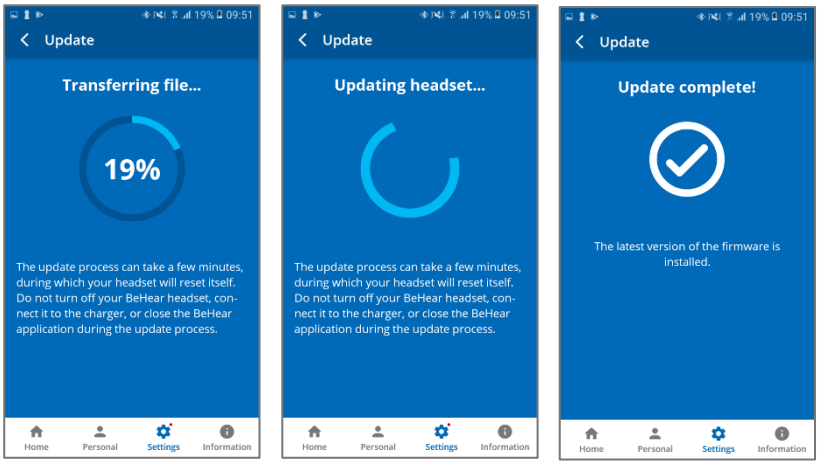
You can verify the availability of an update manually by checking the **Update** button in the **Settings** screen.

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.

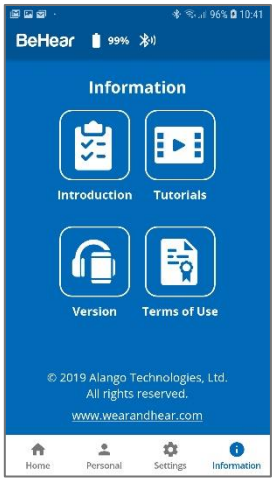


To postpone an update, choose **Later** or exit the **Headset Update** screen. The warning icon will appear at the top of each application screen as reminder to update the firmware. You can initiate an update any time by tapping the **Update** button in the **Settings** screen.

> ***WARNING:***
> *Do not turn off your BeHear NOW 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 NOW functions.

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

✓ **Tutorials**

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

✓ **Version**

Tap the **Version** button to check information about the application and the connected BeHear NOW headset.

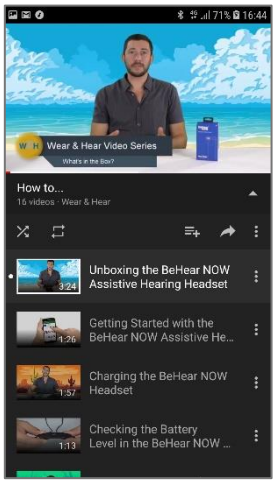
✓ **Terms of Use**

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

Tutorials

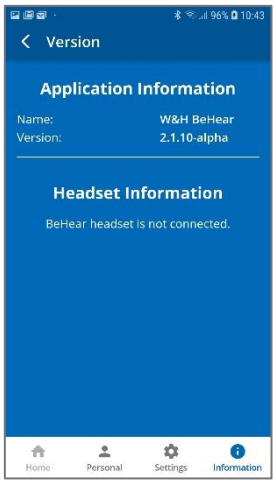
Select **NOW** in the list of headsets to watch YouTube video tutorials for BeHear NOW headset online.

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



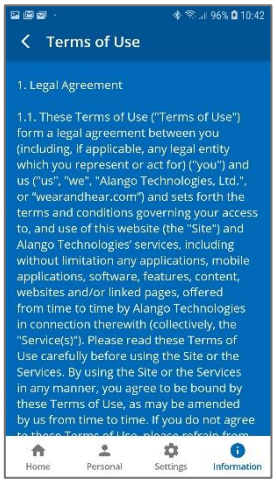
Version

Display the information about the W&H BeHear application and connected BeHear NOW 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 NOW headset by choosing the **Terms of Use** option in the Information screen.



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 NOW outdoors, we recommend that you carry the smartphone connected over Bluetooth with the BeHear NOW 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 NOW headset. It will guarantee smooth and convenient operation of your BeHear NOW as a personal sound amplifier without undesired sound disruptions produced by smartphone activity.

Reset the Headset

If your BeHear NOW 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 NOW 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 NOW headset and restore the original factory configuration:**
  - Power on the BeHear NOW 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.

Update the Headset

Make sure your BeHear NOW 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 mobile application.

Legal Information

BeHear® 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 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: 2AM3S-ABH-101

EU Declaration of Conformity

Declaration of Conformity

We, Alango Technologies Ltd. of 2 Etgar St. Tirat Carmel, Israel declare under our sole responsibility that our product BeHear NOW type **ABH-101** 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 310 489-1 V2.2.0,
  EN301 489-17 V3.2.0,
  EN 50332-1:2013,
  EN 60950-1:2006+A11:2009,
  EN 62479:2010
- Restriction of Hazardous Substances (RoHS) Directive **2011/65/EU** by appropriate standards
  IEC 62321-3-1:2013 Ed1.0,
  IEC 62321-5:2013 Ed1.0 / IEC 62321-4:2013 Ed1.0,
  IEC 62321-7-2:2017 Ed1.0,
  IEC 62321-7-1:2015 Ed1.0 / IEC 62321-6:2015 Ed1.0
- Reuse / Recycling / Recovery Targets under the Waste Electrical and Electronic Equipment (WEEE) Directive **2012/19/EU**

Tirat Carmel, May 2018

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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.