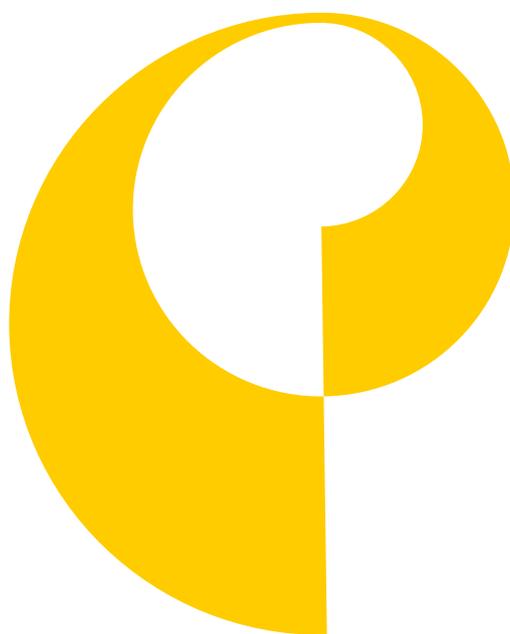


Smart Hearing with apps & accessories

Practical advice for installation and use.



Protection of Data Privacy

Find all aspects on data privacy via the following link:

https://www.audioservice.com/fileadmin/user_upload/Privacy_policy_AS_engl_with_markup_20170327_03.pdf

Subject to technical modifications and errors. Colors may vary due to the printing process.

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Pairing the smartphone with the hearing system

Intelligent hearing systems get even more intelligent.

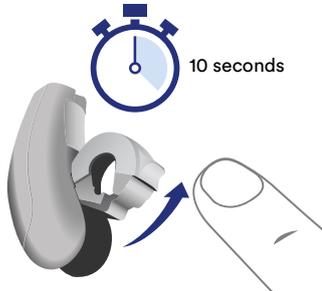
[iPhone](#)
[pages 5-6](#)

[Android](#)
[pages 7-9](#)

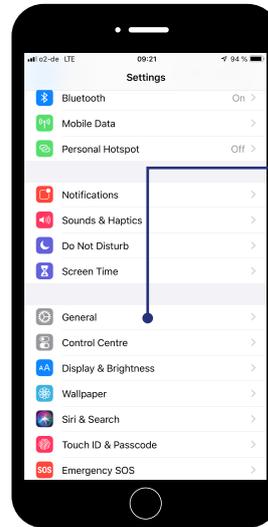
Pairing with an iPhone

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.



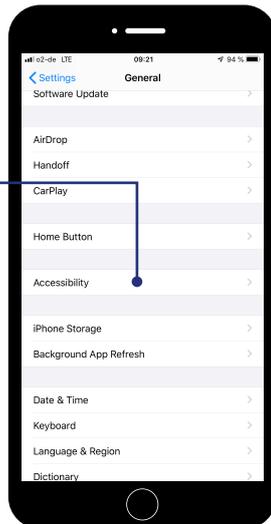
2



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

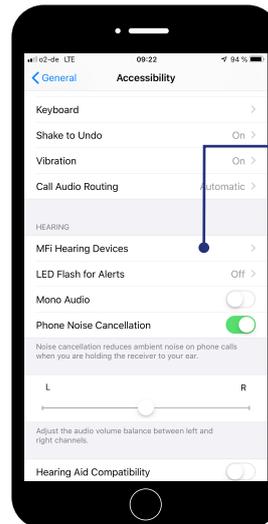
3

Navigate to „Accessibility“.



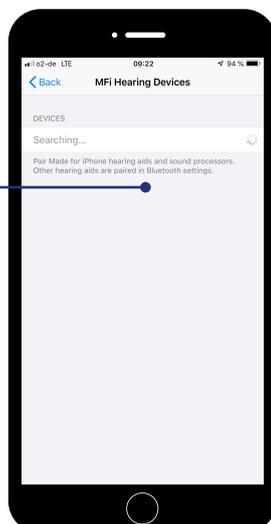
4

Then open „MFI Hearing devices“ or „hearing devices“.



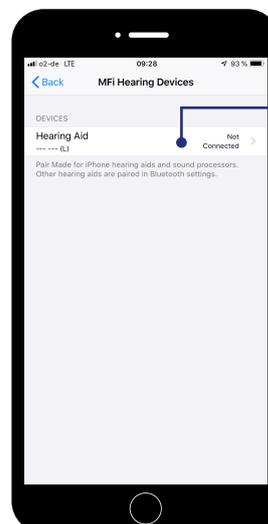
5

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.



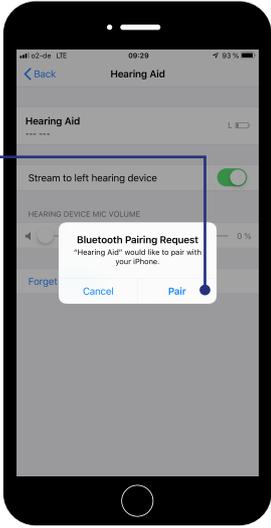
6

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.



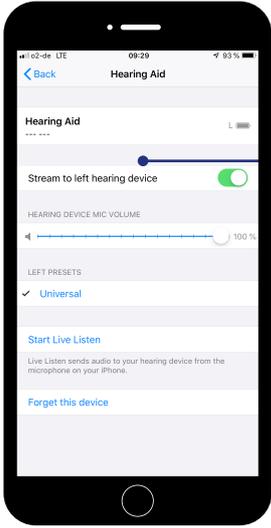
7

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



8

Hearing system information will be displayed upon completion.



Nota:

When the pairing of 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 16](#), install and set up the Smart Direct App fully on your iPhone.

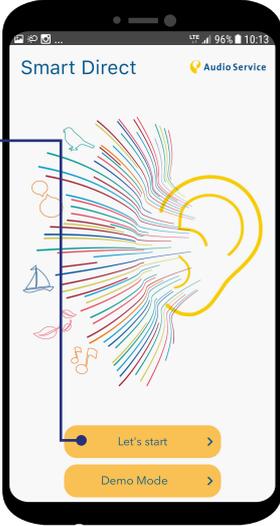
Pairing with an Android smartphone

Nota:

Android offers the possibility to pair the hearing system automatically via the Audio Service Smart Direct 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 18](#).

1

Open the Smart Direct App and tap on „Let’s start“.



The screenshot shows the Smart Direct app interface. At the top, it says "Smart Direct" and "Audio Service". Below this is a graphic of a human ear with colorful sound waves emanating from it. At the bottom, there are two buttons: "Let's start" and "Demo Mode", both with right-pointing arrows.

2

Tap „Accept“ on the screen to accept the General Terms of Use.



The screenshot shows a screen titled "Bestimmungsgemäßer Gebrauch /...". It contains German text explaining the app's purpose and listing settings that can be adjusted. At the bottom, there is a yellow button labeled "Akzeptieren".

3

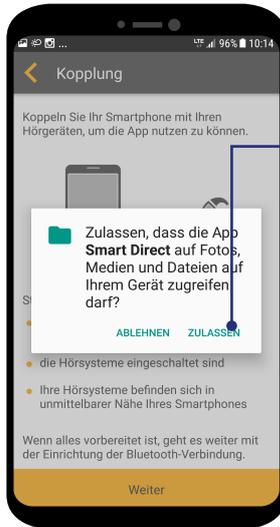
The displayed list gives an overview on smartphones where the app was tested thoroughly. Tap on „Next“.



The screenshot shows a screen titled "Freigegebene Geräte". It lists several smartphone models and their Android versions, such as "Google Nexus 6P (Android 7.1.1 or higher)" and "Samsung Galaxy S8 (USA) - SM-G950U (Android 7.0 or higher)". At the bottom, there is a yellow button labeled "Weiter".

4

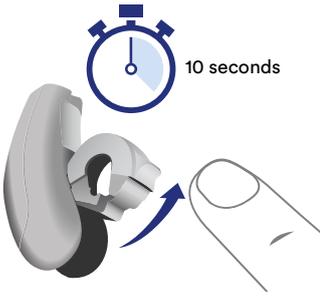
The app requests access to media and files. Please accept this request by selecting „Allow“, so that the app can be used to its full extent.



The screenshot shows a screen titled "Kopplung". It prompts the user to connect their smartphone to their hearing device. A system dialog box is overlaid on the screen, asking for permission to allow the app to access photos, media, and files. The dialog has "ABLEHNEN" and "ZULASSEN" buttons. At the bottom of the app screen, there is a yellow button labeled "Weiter".

5

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.



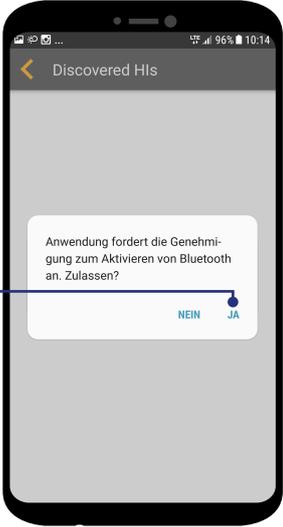
6



Start the pairing by selecting „Next“.

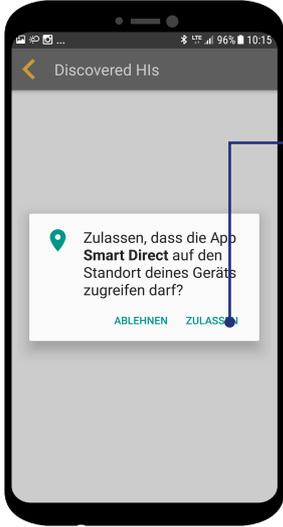
7

Tap „Yes“ to activate Bluetooth to enable the pairing with the hearing system.



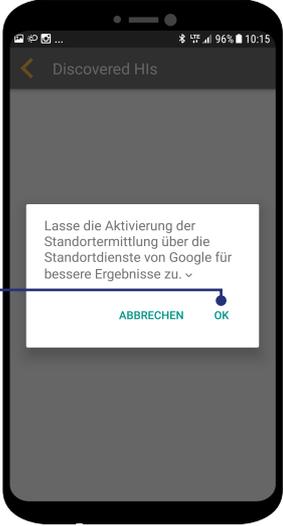
8

For use of the app to its full extent, you need to allow access to your location. Please tap „Allow“.



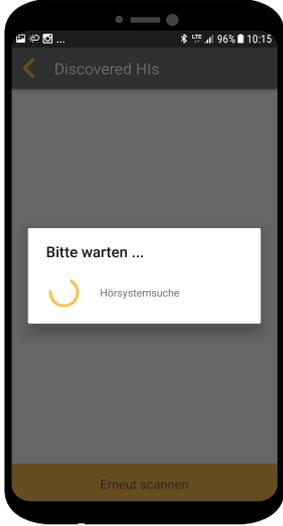
9

Confirm the second pop up menu on location access with „OK“.



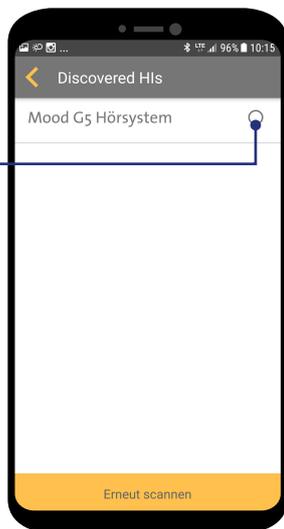
10

The app starts looking for hearing systems in its near vicinity. Please place the hearing system close to the smartphone.



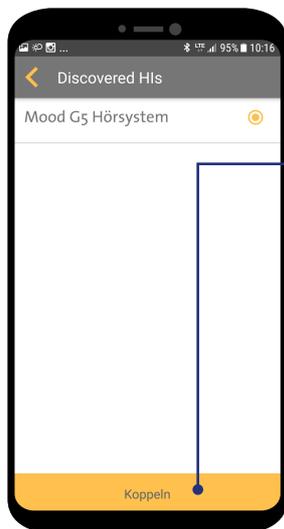
11

Select the hearing system you want to pair with a click on the button.



12

Now click on „Pair“ and the pairing of hearing system and smartphone will start.



13

Please wait until the pairing is completed. This may take some seconds.



14

Smartphone and hearing systems were paired successfully. Click on „Start“ to start operating the hearing systems with the app.



Pairing accessories with the hearing system

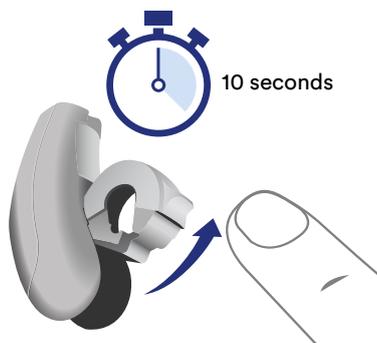
[Smart Mic](#)
[page 11](#)

[Smart Key](#)
[pages 12-13](#)

[Smart Transmitter 2,4](#)
[page 14](#)

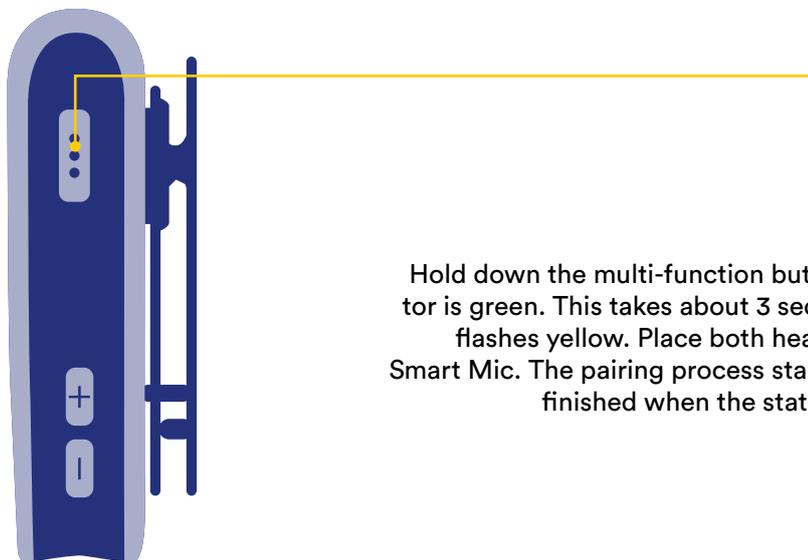
Pairing Smart Mic with the hearing system

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.

2

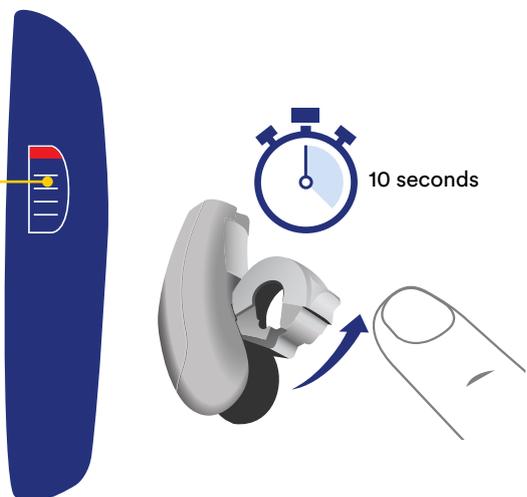


Hold down the multi-function button until the power indicator is green. This takes about 3 seconds. The status indicator flashes yellow. Place both hearing system(s) close to the Smart Mic. The pairing process starts automatically. Pairing is finished when the status indicator is solid yellow.

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.

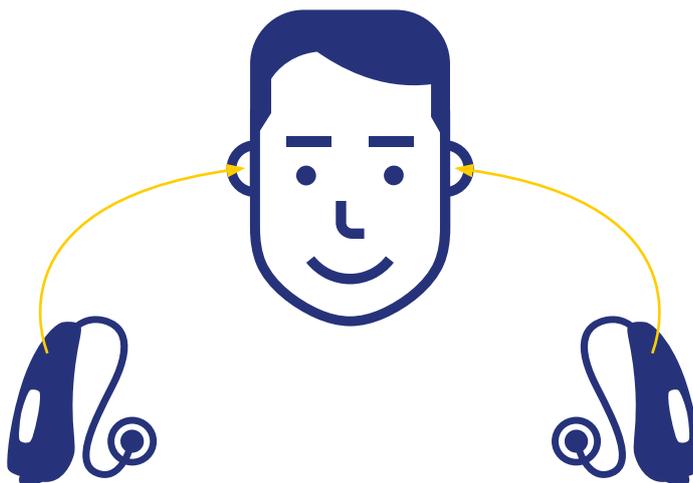


2

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.

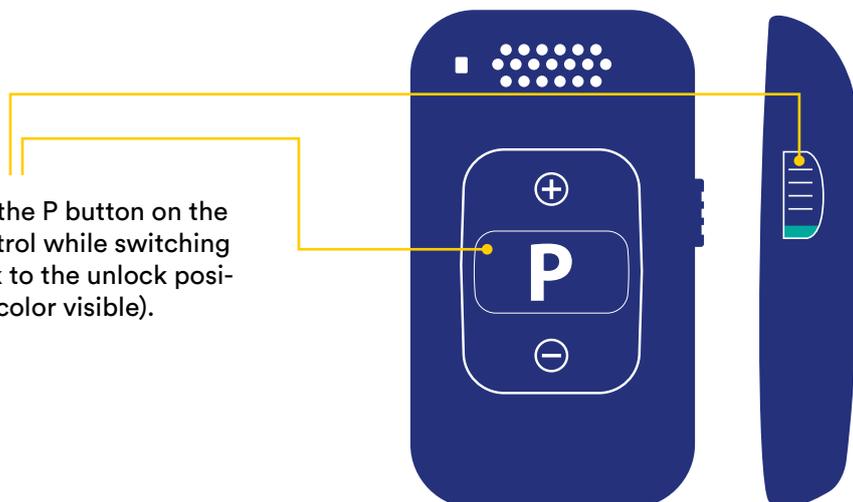
3

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).



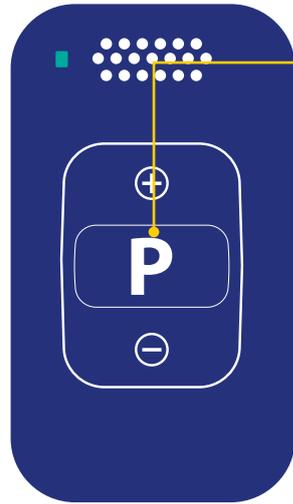
5

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.

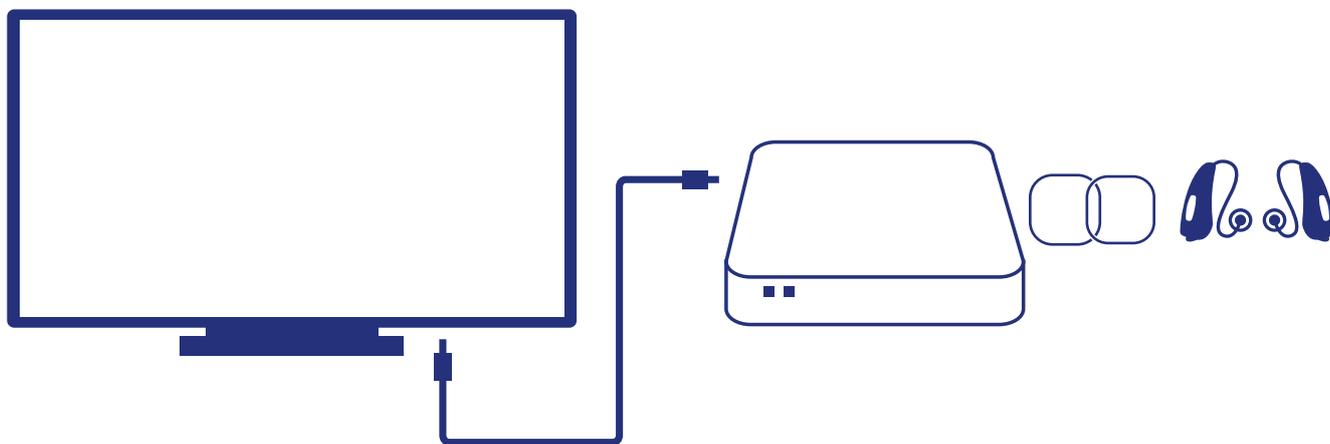


8

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

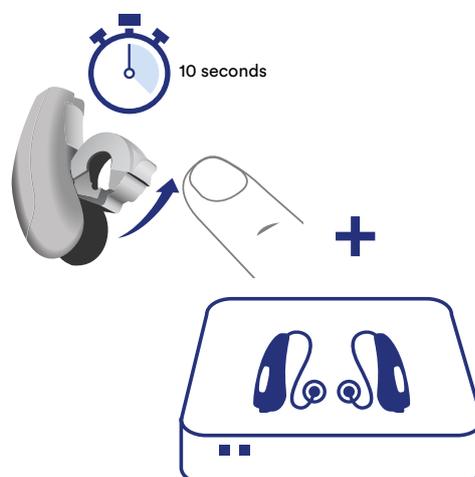
Smart Transmitter 2,4 turn on

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.



Download Smart Direct App

[iPhone](#)
[pages 16-17](#)

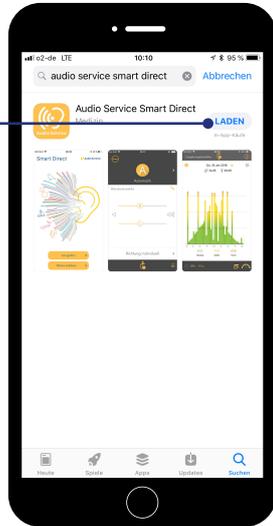
[Android](#)
[page 18](#)

Download Smart Direct App iPhone

Extent the features of your hearing systems.

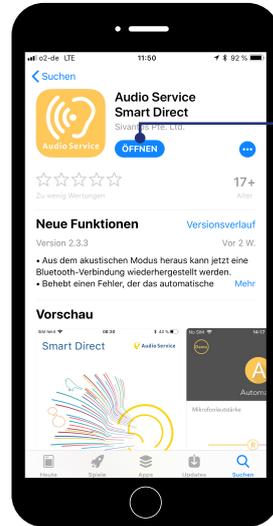
1

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



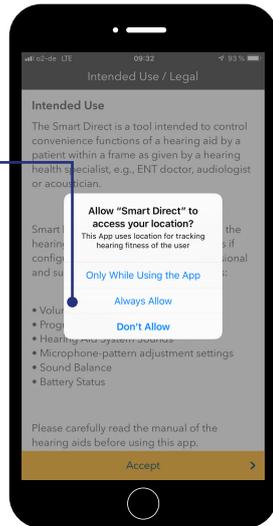
2

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



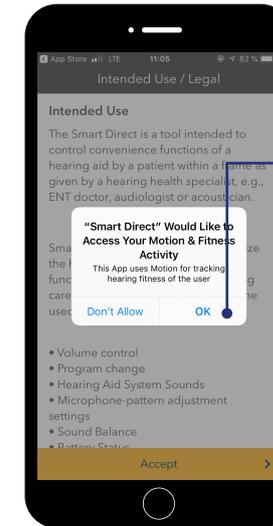
3

Tap „Allow“ to grant access to location services.



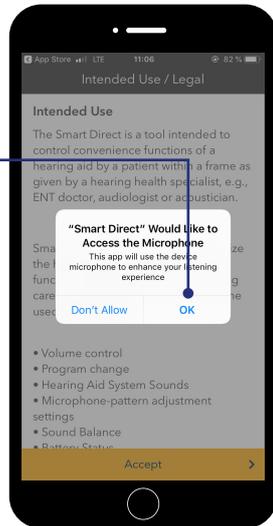
4

Tap „OK“ to grant access to Motion&Fitness.



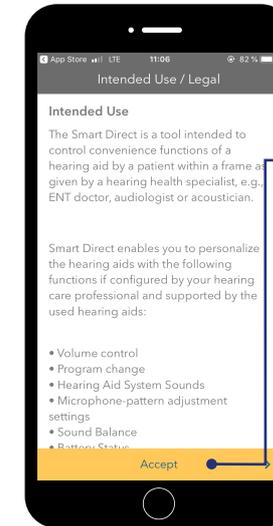
5

Tap „OK“ to allow access to the microphone.



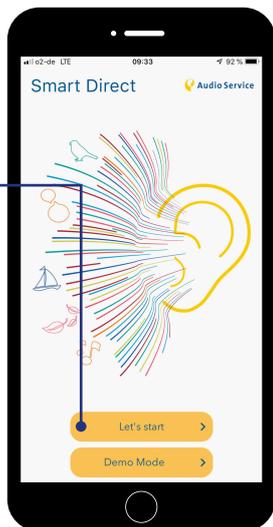
6

Tap „Accept“ to approve the General Terms of Use and continue.



7

Click on „Let's start.“

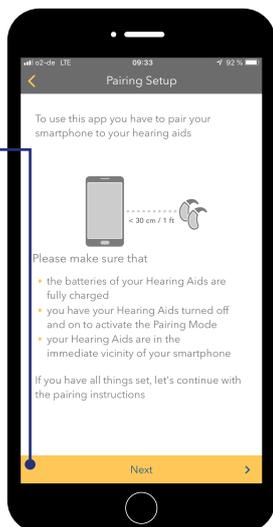


Important Note

Should your hearing systems not yet have been paired with the iPhone please do so before continuing with steps 8-11. 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.

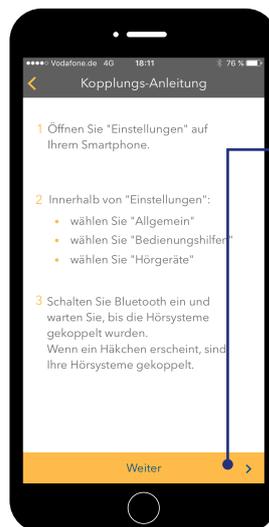
8

Tap „Next“ to complete the installation of the hearing systems.



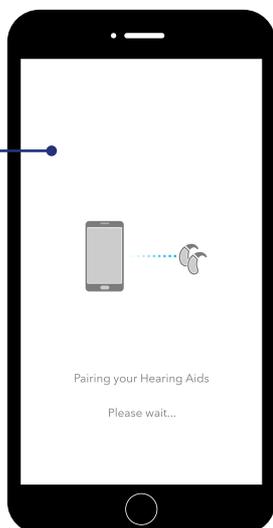
9

Tap „Next“ to complete the installation of the hearing systems.



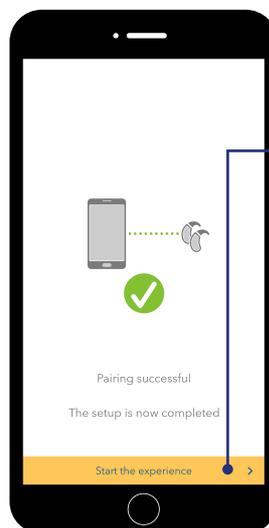
10

The hearing systems are connected to the Smart Direct App.



11

The pairing has been done successfully. Click on „Start“ so you can make use of the Smart Direct App.

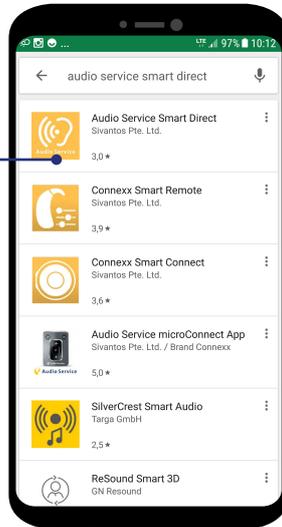


Download Smart Direct App Android

Extent the features of your hearing systems.

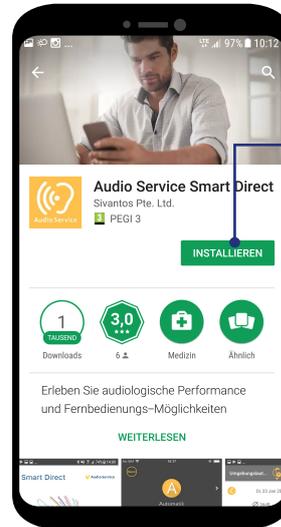
1

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



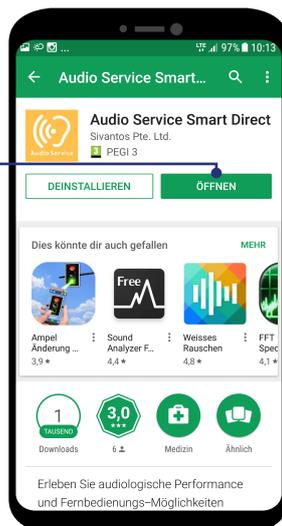
2

Install the Audio Service Smart Direct App by selecting „Install“.



3

After successful installation, open the app with a click on „open“.



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 Smart Direct App

Sound balance
pages 20-21

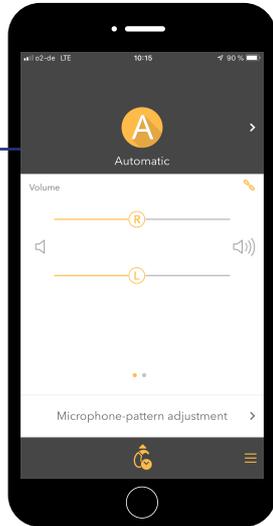
Sound exposure
page 22-23

Sound Balance

Fine-tune your hearing systems.

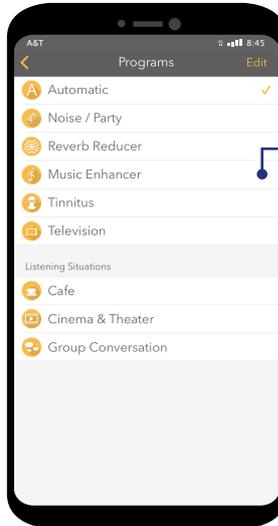
1

Change the hearing program with a click on the automatic symbol.



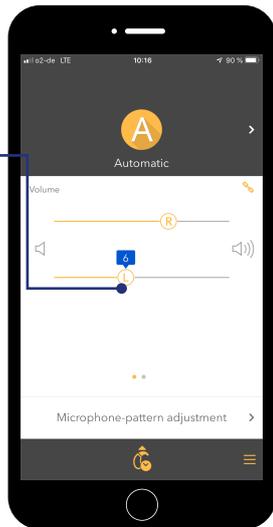
2

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



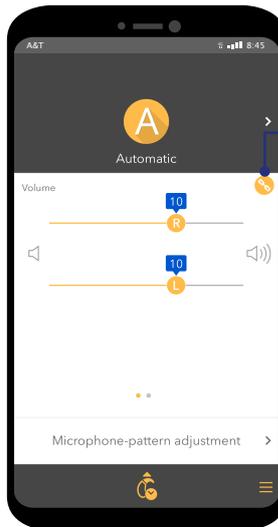
3

Adjust the volume of the hearing system. You can either adjust both hearing systems automatically or separately.



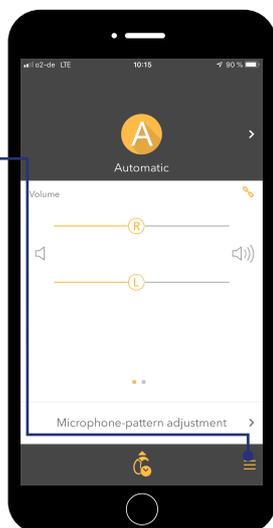
4

To adjust the volume for both sides simultaneously, activate the chain symbol. Now the volume is adjusted on both sides when you use one of the sliders.



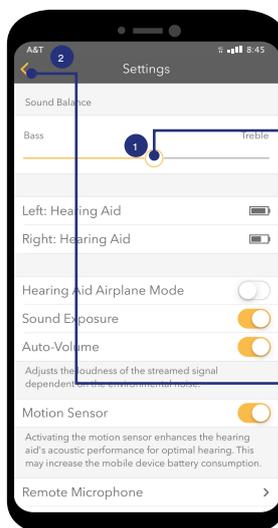
5

To adjust the sound in general more clearly or more smoothly, open the menu with a click on the menu symbol down at the right corner.



6

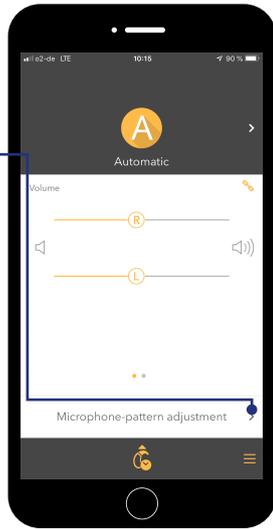
Push the slider to the right and the sound will become clearer. The more you push the slider to the left, the more smooth the sound becomes.



Leave this menu with a click on the arrow top left.

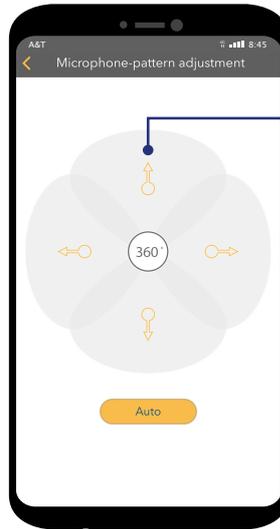
7

Change the focus of the microphone. For this, select on „direction individually“. Note: you need to be in the Automatic program to do this. Otherwise this option cannot be selected.



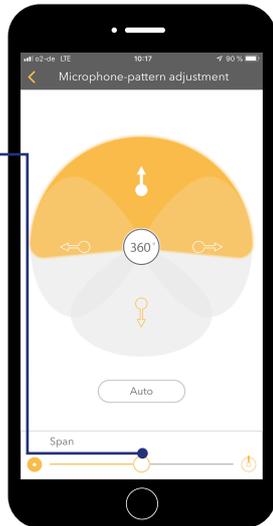
8

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



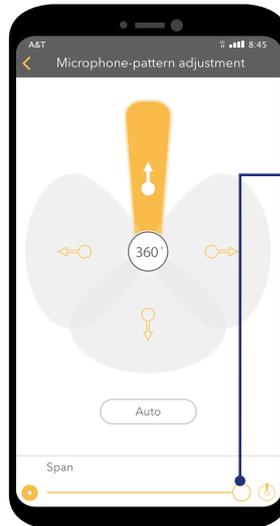
9

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



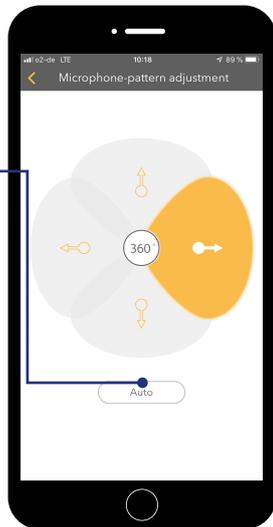
10

If you slide the slider to the right, the focus will become more narrow. Sliding to the left widens the focus.



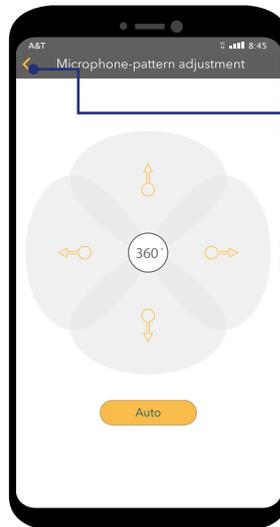
11

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



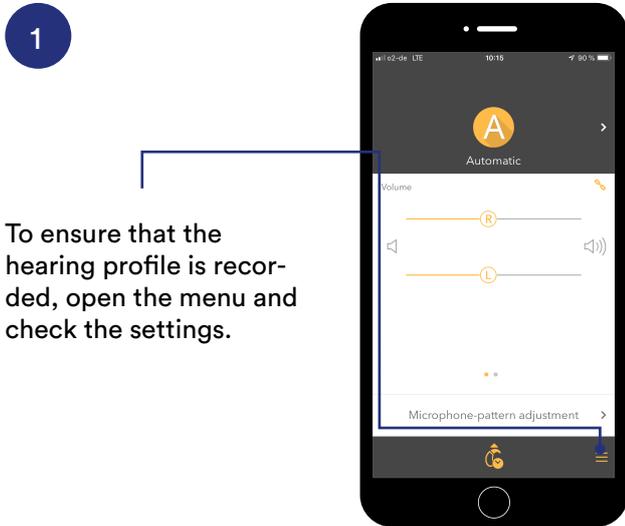
12

Leave the menu by selecting the arrow on the top left.

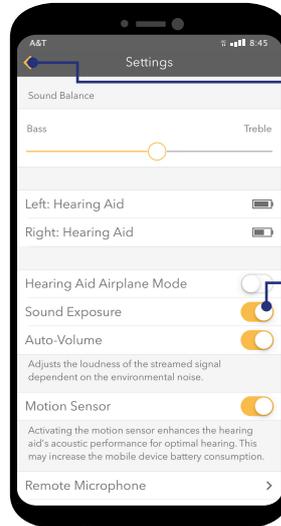


Sound Exposure Display and Evaluation

Use the hearing profile results for up to 60 days.

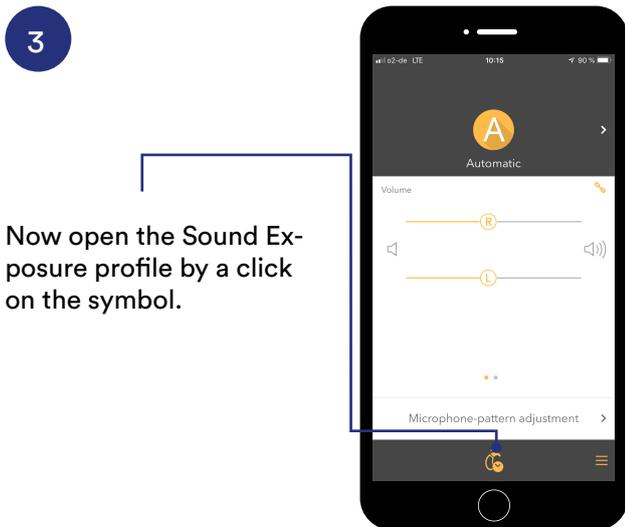


To ensure that the hearing profile is recorded, open the menu and check the settings.

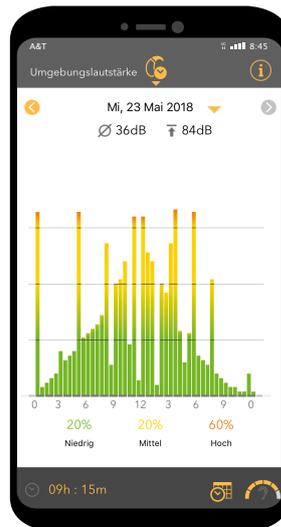


Next, return to the initial screen.

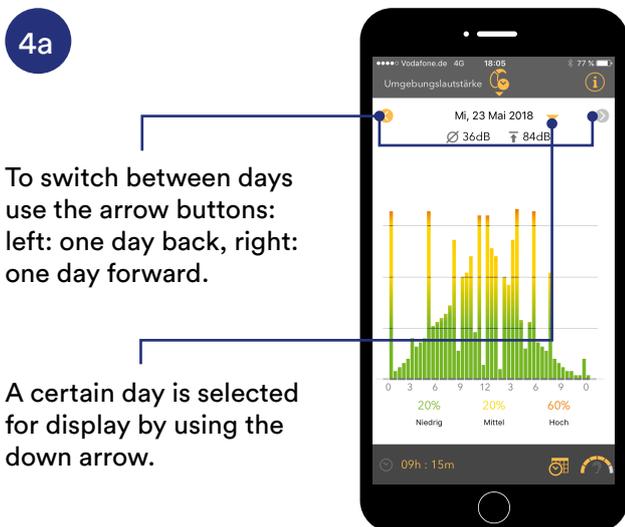
Activate „Sound Exposure“ if it is not already turned on.



Now open the Sound Exposure profile by a click on the symbol.

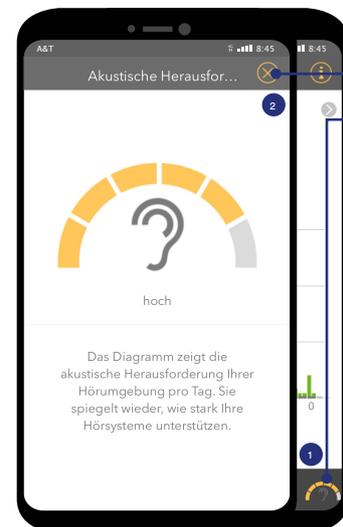


The Sound Exposure profile shows in which environment the wearer has been at a certain time of the day. The displayed day is not easy to classify since there has been a high level environmental loudness for about 60% of the day.



To switch between days use the arrow buttons: left: one day back, right: one day forward.

A certain day is selected for display by using the down arrow.

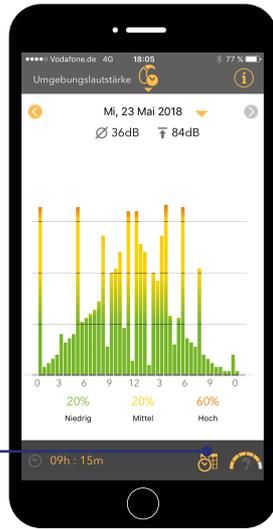


A concise overview on the day selected is available by clicking on the circle symbol down right.

Close the overview by clicking on the cross.

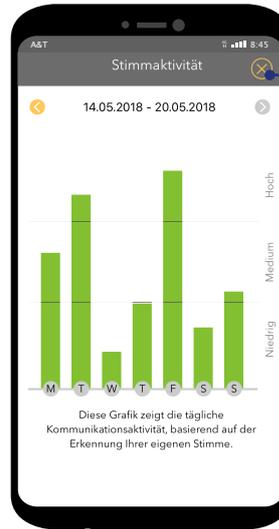
4c

An overview on the communication activities is available by a click on the calendar/clock symbol in the bottom menu.



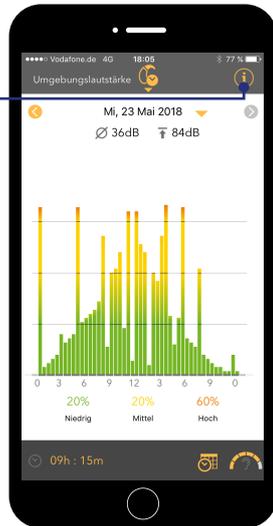
4d

Close the overview by clicking on the cross in the top right corner.



4e

A detailed legend of the displayed symbols is available by a click on the information symbol top right.



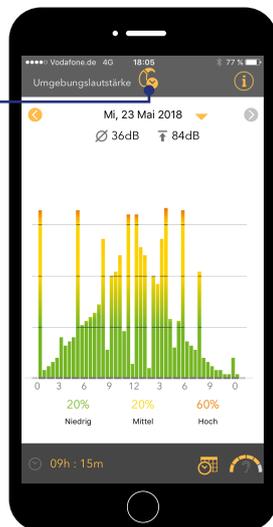
4f

Close the overview „Sound Exposure“ with a click on the cross.



4h

To leave the menu „Sound Exposure“, click on the symbol in the top menu.



Smart usage advice

[iPhone
as microphone:
conference mode
page 25](#)

[Smart Mic
as microphone:
conference mode
pages 26-27](#)

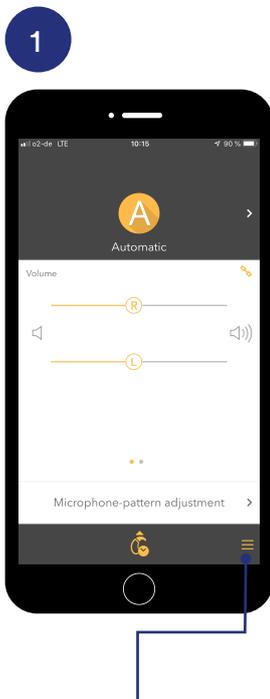
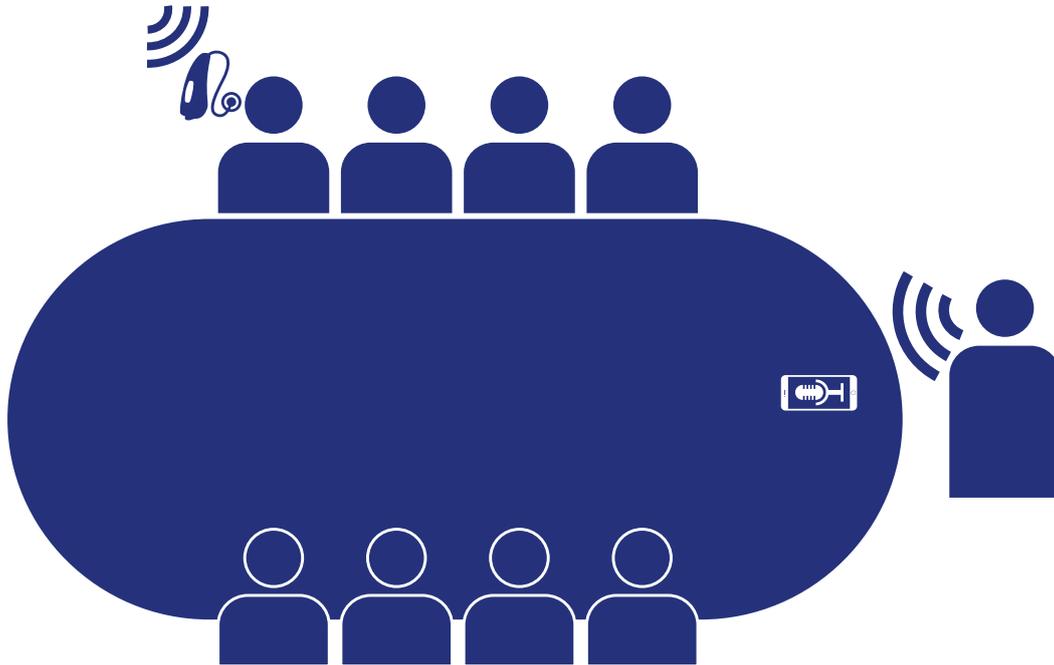
[Audio Streaming
with the hearing system
pages 28-30](#)

[TV-Audio Streaming
with the hearing system
page 31](#)

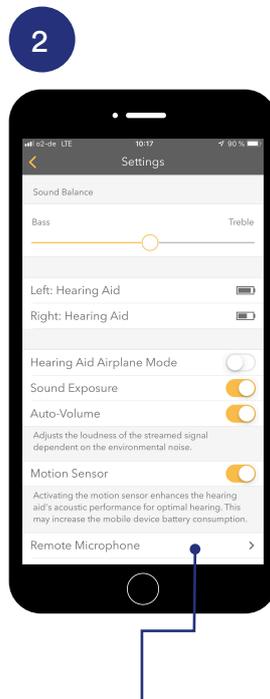
[Air travel with hearing system
and smartphone
pages 32-33](#)

iPhone as microphone for conference mode

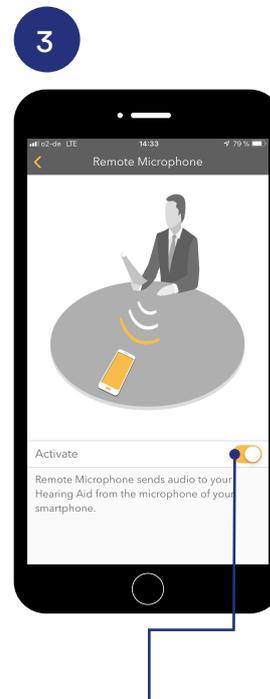
Follow the presenter with ease.



Open the settings in the Smart Direct app.



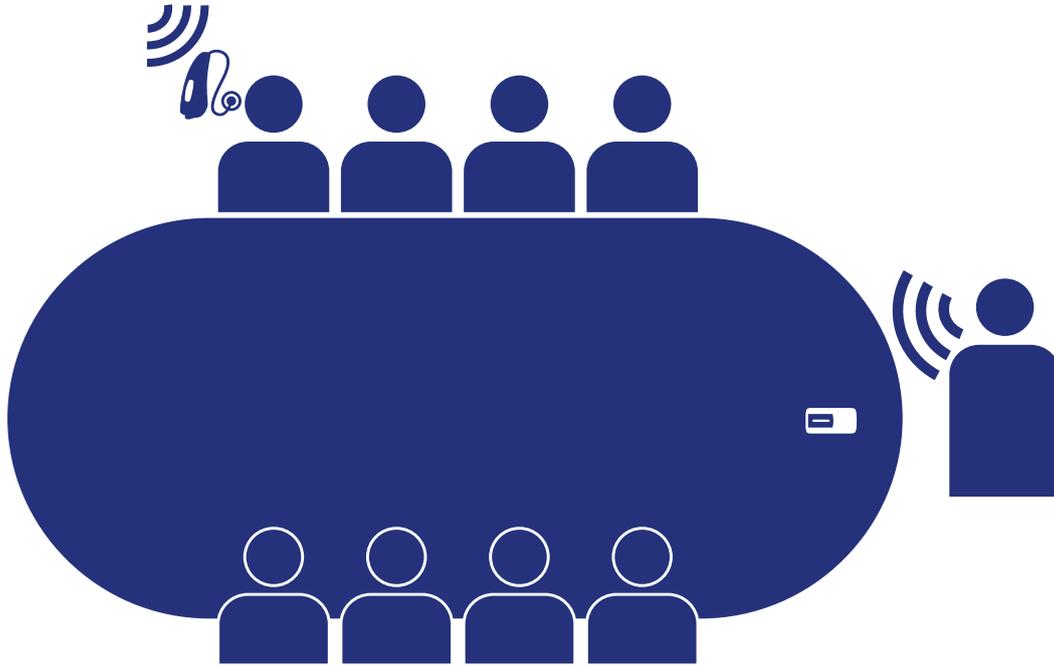
Navigate to the menu „Remote Microphone“ and open it.



Slide the slider to the right and activate the Remote Microphone function on the iPhone.

Smart Mic as microphone for conference mode

Follow the presenter with ease.



1

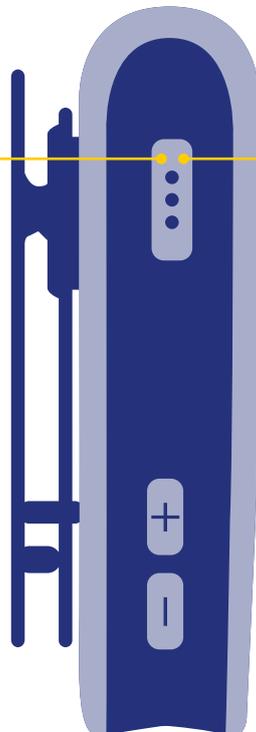
Start

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.

2

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



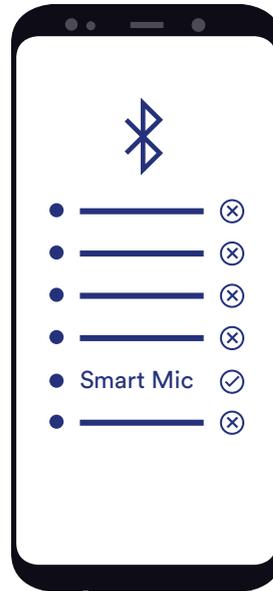
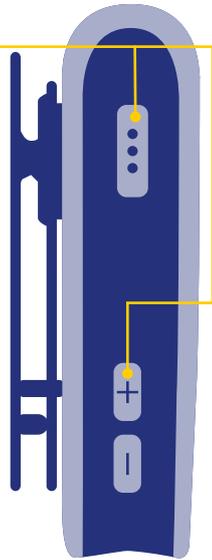
Tip

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.

Use the conference mode via app.

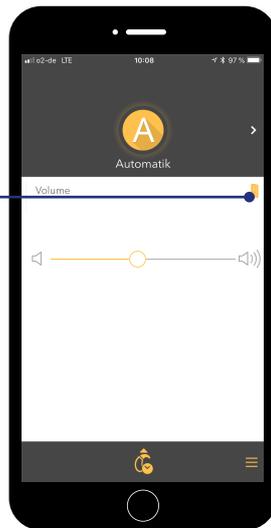
Pairing Smart Mic with Smartphone

1
Press and hold down the multi function button together with the volume (+) button until the status indicator shows blue. This takes about 6 seconds.

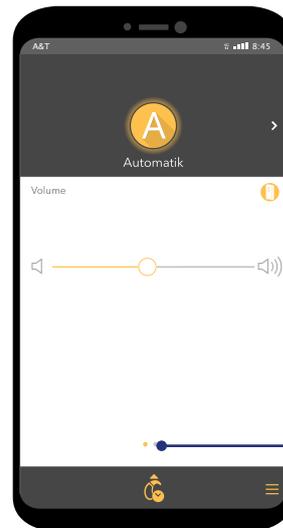


2
Check the smartphone settings for the Bluetooth connection menu. Pair the smartphone with the Smart Mic.

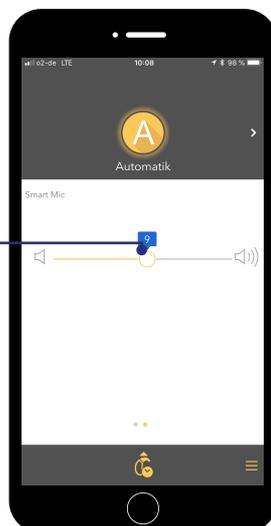
3
Open the Smart Direct app. The Smart Mic symbol is displayed on the top right. Click on this symbol to start the conference mode.



4
Now there's a yellow circle around the Smart Mic symbol which tells you that the conference mode is activated. To change the volume of the Smart Mic, wipe the screen to the left.



5
Slide the volume slider to the left and put the volume of the smartphone down or slide the slider to the right to increase the volume. Swiping the screen to the right, the volume of the hearing system can be adjusted.



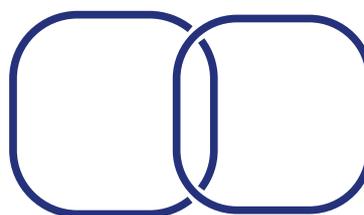
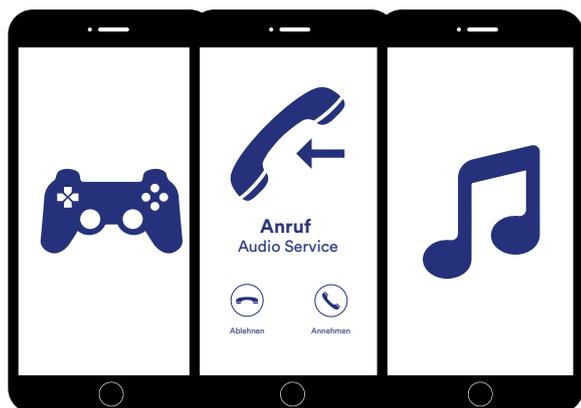
Audio Streaming iPhone

Hear 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.

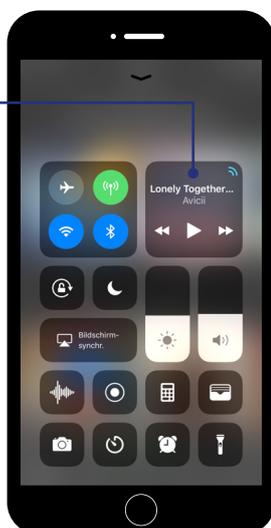


2

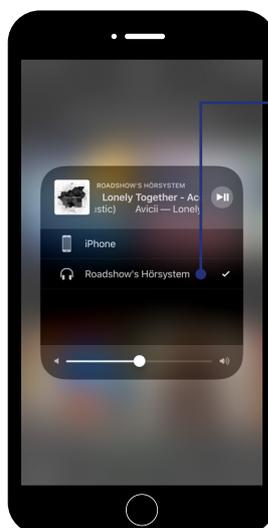
Direct audio streaming to the hearing system

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 systems manually.



Audio Streaming Android

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

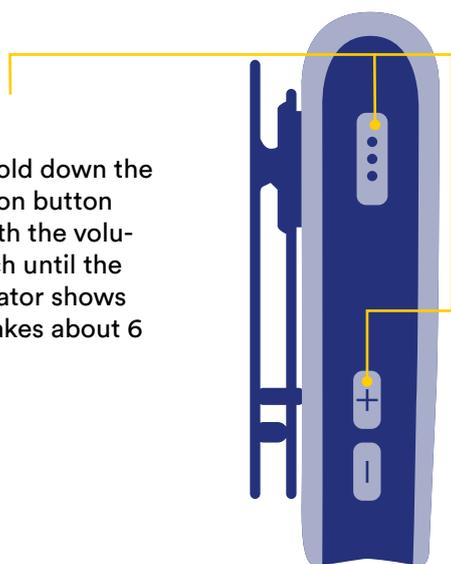
Note:

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

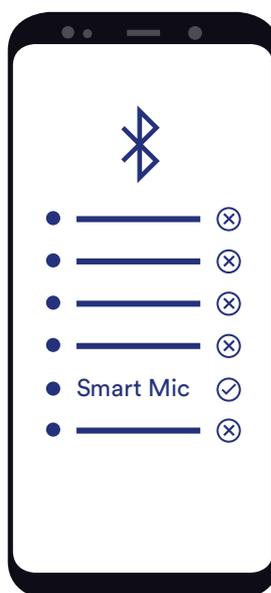
1

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

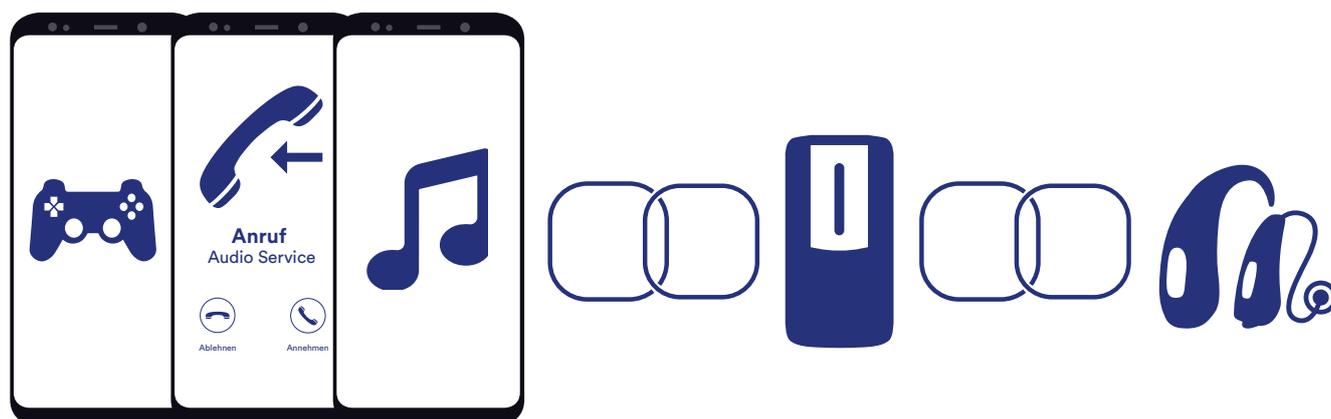
Check the smartphone settings for the *Bluetooth* connection menu. Pair the smartphone with the Smart Mic.



3

Automatic streaming

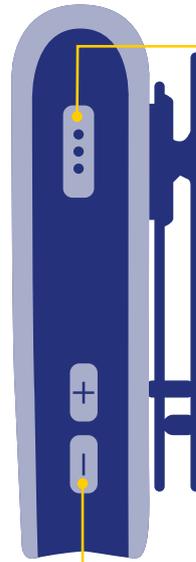
With successful pairing of the Smart Mic with the hearing system, all audio output is directed automatically to the hearing system.



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.

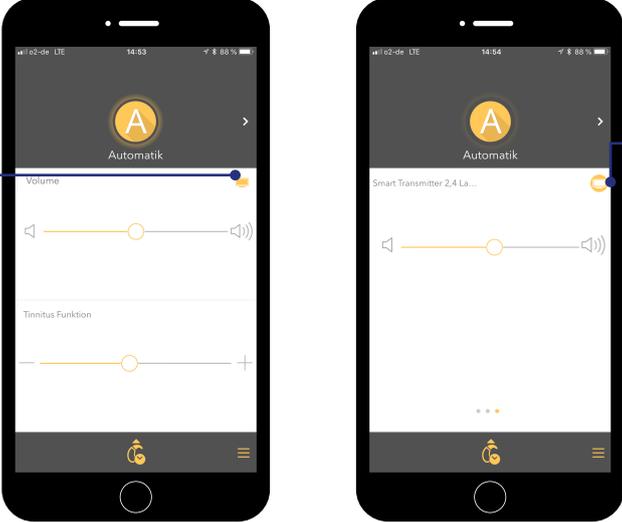
Note:

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

TV-Audio streaming iPhone

1

Open the Smart Direct App. As soon as the hearing system is connected to the Smart Transmitter 2,4, a TV symbol is displayed in the app.



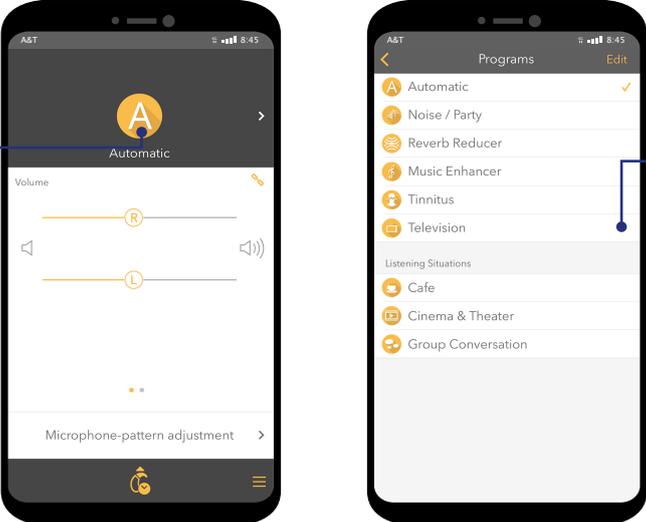
2

To end the transmission of TV-audio to the hearing system, click once more on the TV symbol.

TV-Audio streaming Android

1

Change the hearing program with a click on the automatic symbol.



2

Now select the TV program. The sound of the TV is now transmitted to the hearing system. To end the transmission, just change the 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

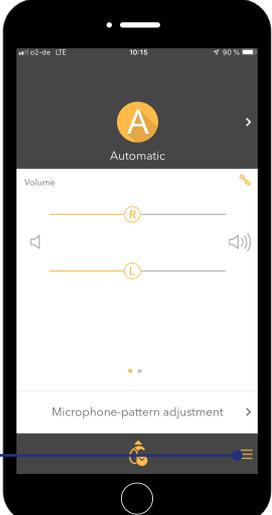
Note:

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.

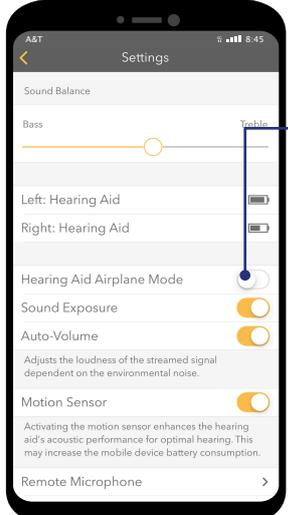
Deactivate wireless connection at the hearing system

- 1

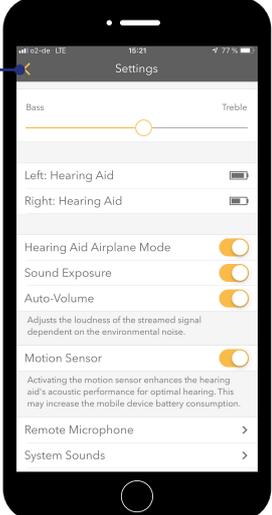
Open the Smart Direct App and open the menu with a click on the symbol bottom right.

A smartphone screen showing the Smart Direct app interface. At the top, there is a large orange circle with a white letter 'A'. Below it, the word 'Automatic' is displayed. There are two volume sliders, one for the right ear (R) and one for the left ear (L). At the bottom, there is a microphone-pattern adjustment icon and a menu icon (three horizontal lines).
- 2

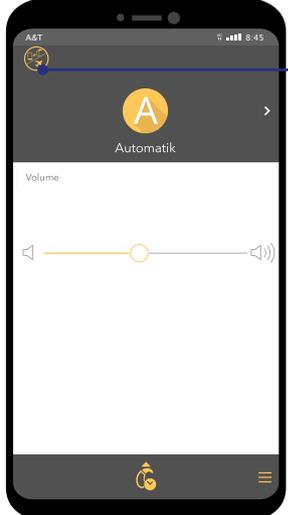
Activate flight mode. Slide the slider to the right.

A smartphone screen showing the 'Settings' app. The 'Hearing Aid Airplane Mode' slider is visible and is currently turned off (to the left). A blue arrow points to the slider, indicating it should be moved to the right to activate flight mode.
- 3

Leave the menu by clicking on the arrow top left.

A smartphone screen showing the 'Settings' app. A blue arrow points to the back arrow icon in the top left corner of the screen, indicating that clicking it will exit the settings menu.
- 4

Flight mode is now activated. You can recognize this by the symbol top left.

A smartphone screen showing the Smart Direct app interface. In the top left corner, there is a small blue icon of an airplane, indicating that flight mode is activated. The rest of the app interface is visible, including the 'Automatic' mode and volume sliders.



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.

