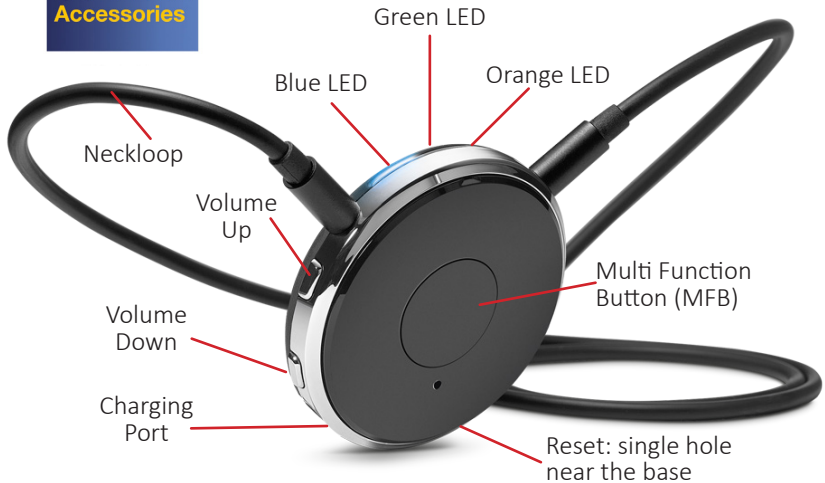


# Smart Connect Quick Start Guide



## Before you begin:

- Charge Smart Connect for 2 hours with provided charger and cable
- Neckloop must be securely connected: no metal showing
- Hearing aids must be First Fit and programmed by hearing care professional
- Hearing aids must have fresh batteries
- Hearing aids and Smart Connect should be in wearing position or the hearing aids may be on a flat surface within 6 inches of the neckloop
- If a cell phone will be used, it should be within reach
- Verify that the Smart Connect is off. If any LED blinks when pressing any button, press and hold the MFB for 2 to 5 seconds to turn off.

**This is not a substitution for reading your Owner's Manual. For more In depth instructions, please refer to your Owner's Manual.**

## **First Time Pairing Smart Connect to Hearing aids**

1. Open the hearing aid battery doors.
2. Press and hold the MFB for 3 seconds to turn on the Smart Connect. The green and blue light will be flashing.
3. Close the hearing aid battery doors. This will put the hearing aids in pairing mode for 3 minutes.
  - The green light on the Smart Connect will turn solid and then turn off to indicate successful pairing to the hearing aids. A confirmation tone will be heard in each hearing aid.
  - The blue light may remain flashing to indicate readiness to pair with Bluetooth device.

## **First Time Pairing Smart Connect to Cell Phone**

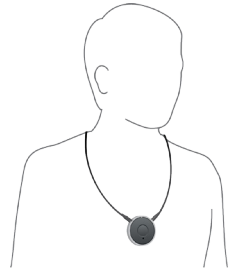
1. If blue LED is flashing, go to step 2. Otherwise press the MFB and Volume Up button until you see the blue LED to enter pairing mode.
2. Turn on Bluetooth in cell phone and scan for devices.
3. Select Smart Connect from list of detected devices.
  - Blue LED will turn solid and then turn off to indicate successful pairing.

## **First Time Pairing Smart Connect to Transmitter**

1. Verify that the Smart Connect is on by pressing any button. If it is on the green LED will blink. If it is not on, press and hold the MFB button for 2 to 5 seconds until the green light blinks.
2. Press the MFB, Volume Up and Volume Down buttons simultaneously for at least 5 seconds until the green and blue lights flash alternately.
3. Turn on the transmitter. The blue light will be flashing.
  - Blue lights on Smart Connect and transmitter will turn solid when connected.
  - To test the connection tap the MFB to disconnect then press twice quickly to reconnect. The blue lights on the Smart Connect and the Transmitter will both be solid.

## Daily Use

1. Place the hearing aids in the ears and turn them on.
2. Place the Smart Connect around your neck, as shown in the picture.
3. Press and hold the MFB for 2 to 5 seconds to turn on the Smart Connect. The green light will flash until it connects to the hearing aids, then it will go solid briefly and turn off.



## Control & LED Indicators At-A-Glance

LED Color	Function	Action
● Green: blink	Change Hearing Aid Program	Tap MFB
● Green: blink	Increase Volume	Press Volume Up
● Green: blink	Decrease Volume	Press Volume Down
● Green: blink	Mute Hearing Aids	Long Press Volume Up and Down simultaneously
● Blue: solid	Answer a Phone Call	Tap MFB
○ Blue: off	End a Phone Call	Tap MFB
● Blue: solid	Mute hearing aid microphones during a call	Press Volume Up and Down simultaneously
● Blue: solid	Stream from Transmitter	Quick Double Press MFB
● Blue: solid	Mute hearing aid microphones while streaming	Press Volume Up and Down simultaneously
● Orange: flashing	Low Battery	No action required. This is only an alert.
● Orange: blink	Error	Any button pressed

## Troubleshooting

### **Using this troubleshooting guide**

- *Select the situation that most closely represents what you are experiencing*
- *Apply one of the suggestions presented. If that doesn't solve the problem, proceed to the next one.*

### **Hearing aids won't pair to Smart Connect**

- Reset the Smart Connect (single hole near the base)
- Reconnect or replace the Neckloop
- Unpair all previous devices by pressing and holding the Volume Down and MFB for 15 seconds.

### **Smart Connect has lost connection with phone**

- Place phone within 30 feet of Smart Connect
- Restart Smart Connect and Phone
- Press Volume Up and Volume Down briefly to reconnect to phone
- Reconnect through Bluetooth settings in phone

### **Smart Connect will not pair to phone**

- Charge Smart Connect for 2 hours
- Pair in Bluetooth settings, not accessibility settings (iPhone only)
- Try pairing to another phone to rule out phone failure

### **Phone or audio streaming heard in one hearing aid only**

- Place a fresh battery in the hearing aid
- Open and close battery door of hearing aid not receiving audio
- Replace neckloop

### **Cannot hear audio streaming**

- Check that media audio is enabled in Bluetooth settings (Android only)
- Check that the Smart Connect is the selected audio (iPhone only)
- Close all other apps on the phone
- Restart the phone or audio streaming device
- If hard wired to Smart Connect, verify cable is securely connected or replace cable

### **Blue light remains on**

- Press MFB
- Restart Smart Connect and phone
- Reset the Smart Connect
- Place Smart Connect in Dry Aid Kit

### **Orange light remains on**

- Reconnect or replace neck loop
- Place Smart Connect in Dry Aid Kit
- Reset the Smart Connect