audientes

Companion

General information

Intended use
Audientes Companion is a situational hearing device combining hearing enhancement and Bluetooth capabilities.

Designed and engineered in Denmark, Audientes Companion helps people hear better in different situations, such as in conversations, in restaurants, at work or just when watching TV. Audientes Companion provides excellent sound quality, reliability and ease of use.

Software updates
Audientes will, from time to time, release software updates. These updates will automatically be made available in the Audientes app.

Smartphone compatibility
The Audientes app is compatible with:
- Android phones running version 7 or later, with at least 2GB of RAM.
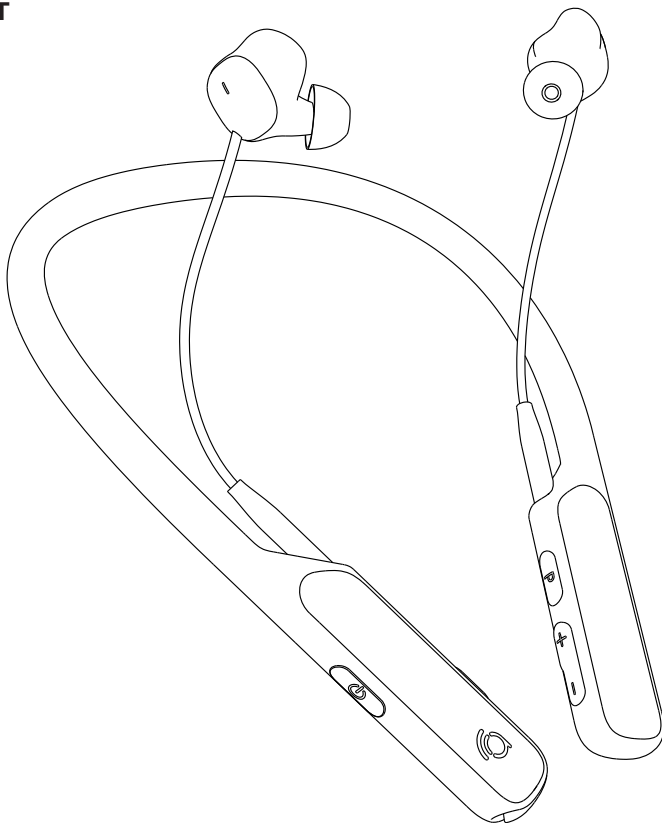- iPhones running iOS 13.0 or later.

Customer Service
If you have questions about your Audientes product or if you need technical assistance, please send an email to support@audientes.com.
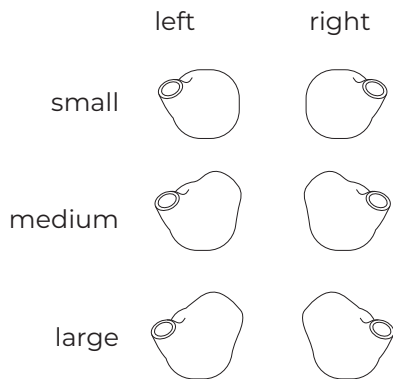
Contact Audientes
Audientes HQ
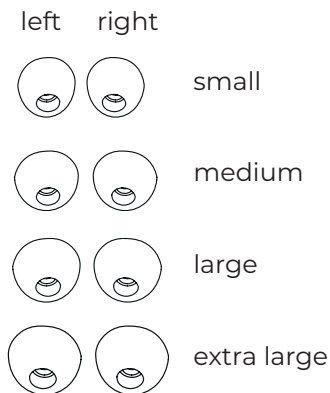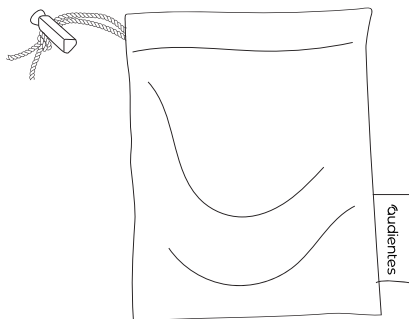Teknikerbyen 5
2830 Virum
Denmark

What's in the box

HEADSET

SILICONE EARSLEEVES
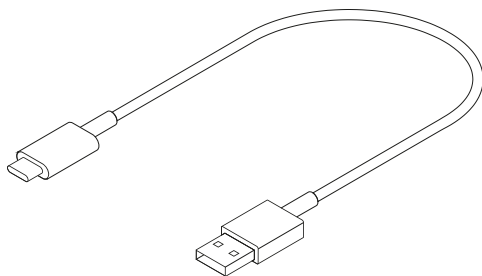
	left	right
small		
medium		
large		

SILICONE EARTIPS

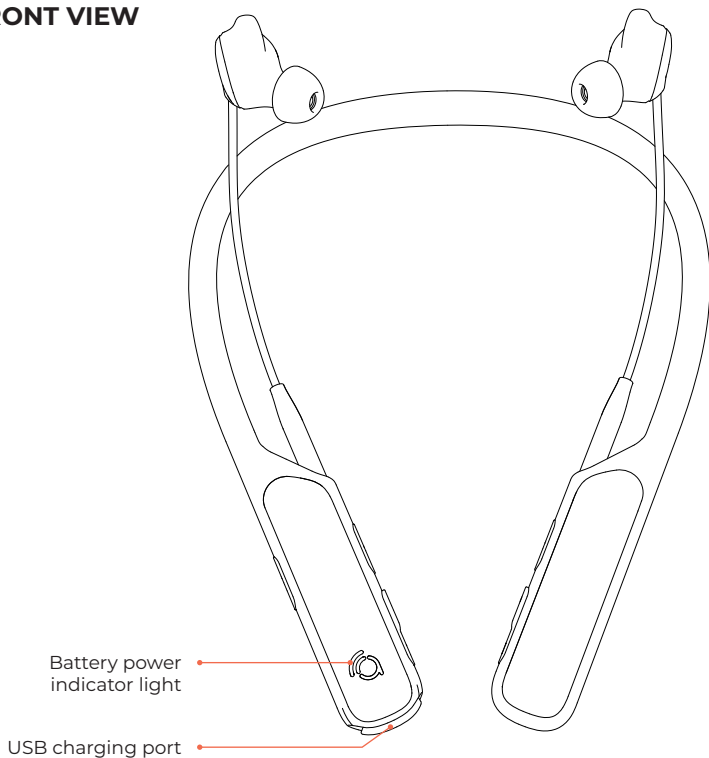|	left	right
small		
medium		
large		
extra large		

TRAVEL POUCH

USB CHARGING CABLE

audientes

Getting to know Audientes Companion

Everything you need to hear better is
built into the headset:

FRONT VIEW

Battery power
indicator light

USB charging port

RIGHT SIDE VIEW

Program button

Volume controls
(left ear)

On/Off button

LEFT SIDE VIEW

Audientes
EarMap button

Volume controls
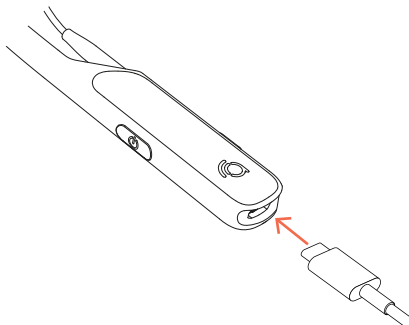(right ear)
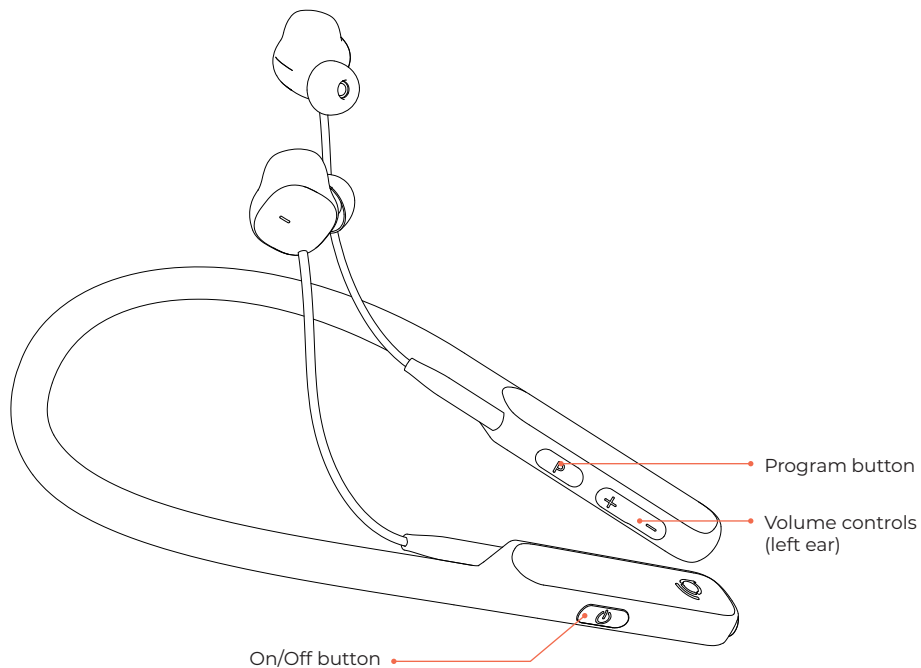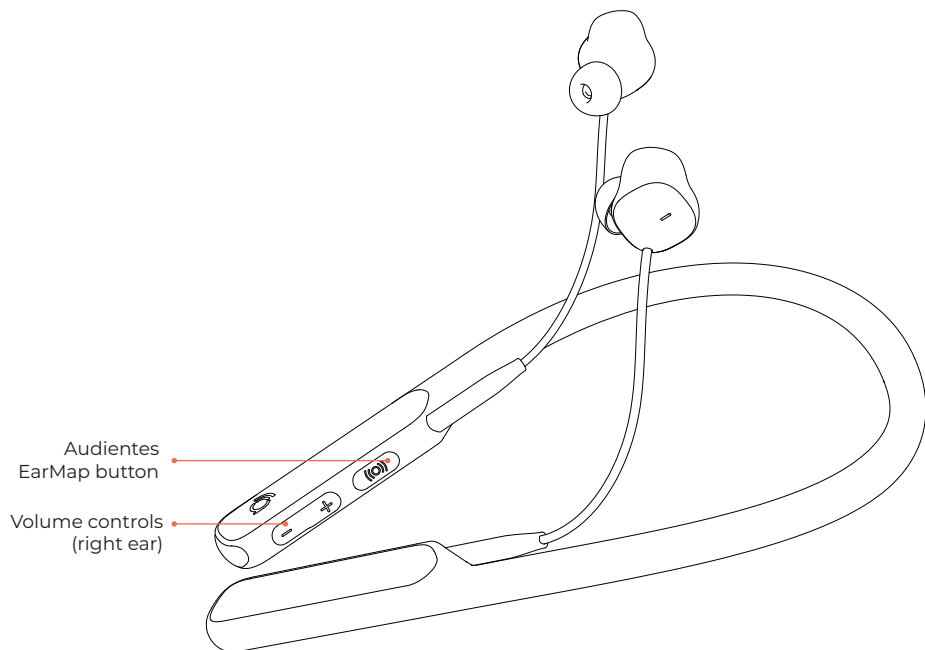
Setting up Audientes Companion

CHARGING THE HEADSET

Before using your Audientes Companion, you will
need to charge it.

1 Plug the smaller end of the USB charging cable into USB port.

2 Plug the larger end of the USB charging cable into a standard USB wall
adapter [5W/5V/1A] (not included).

How to set up Audientes Companion

CHARGING THE HEADSET (CONTINUED)

3 Plug the wall adapter (not included) into an electrical outlet.

4 When charging Audientes Companion's indicator light is solid yellow. When Audientes Companion is fully chanrged, its indicator light will turn green. If Audientes Companion has not charged correctly, due to high temperatures, for example, the indicator light is solid magenta.
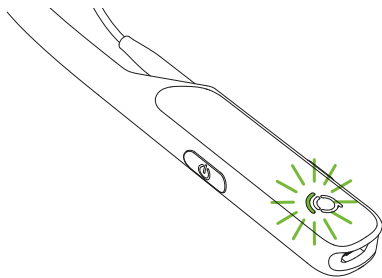
How to set up Audientes Companion

**FINDING THE RIGHT
EARTIPS & EARSLEEVES**

Your Audientes Companion comes with four eartip sizes: small, medium, large and extra large, as well as three earsleeve sizes: small, medium and large.

Right now, your Audientes Companion has the medium earsleeves and the medium eartips attached to it. If this size doesn't fit your ear, you can try the small or large sizes.

The earpiece should sit comfortably inside your ear. It shouldn't be too tight or too loose.

TURNING ON AUDIENTES COMPANION

Once the headset is fully charged, you're ready to start using it. To turn the Audientes Companion on, press and hold the ⏻ button (see page 6).

Eartip

Earsleeve

Earbud
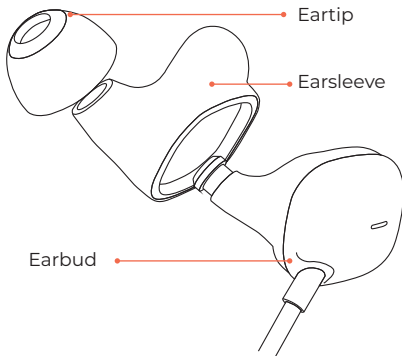
How to set up Audientes Companion

DOWNLOAD THE AUDIENTES APP

To utilize the full feature-set of Audientes Companion, you should download the Audientes app. You should update Audientes Companion via the app at least once a month. To update Audientes Companion's firmware please go to Settings -> "Update Audientes Software" -> press the blue button to initiate the update.

Use the app to:

1 Create your Audientes EarMap.

2 View your Audientes EarMap.

3 Switch between different situational hearing programs.

To get the app, scan the QR code below (using your smartphone camera), or download it from the Google Play or App Store and then search for "Audientes."

How to set up Audientes Companion

CREATE YOUR EARMAP

When you first start to use Audientes Companion, you'll need to create your Audientes EarMap. Make sure you're in a quiet place before you start the mapping. There are two ways to create your Audientes EarMap:

A Use the Audientes app.
B Use your Audientes Companion headset.

A - Using the Audientes app
After you've downloaded the Audientes app (see page 11 for more information), open the app on your smartphone. Follow the on-screen instructions to create your Audientes EarMap.

B - Using Audientes Companion
Follow the instructions provided in the next section of this guide (see page 13). The Audientes EarMap usually takes less than 10 minutes to complete. In some special cases, it can take up to 30 minutes.
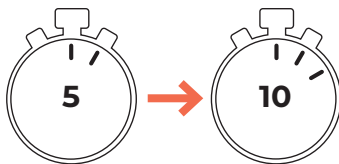
How to set up Audientes Companion

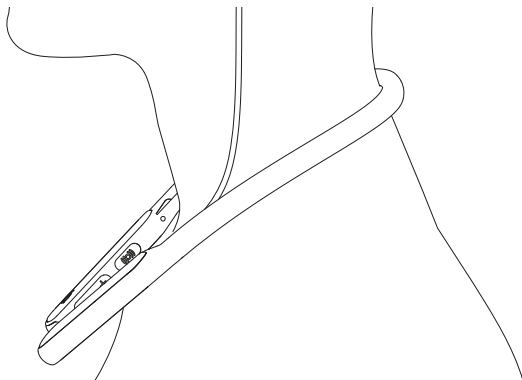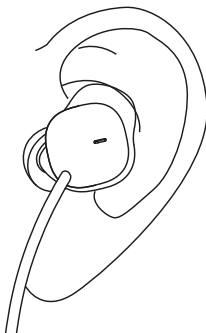**COMPLETE YOUR AUDIENTES EARMAP (CONTINUED)**

1

Place the headset around your neck (1) and insert the earpieces in both of your ears (2).

2

How to set up Audientes Companion

COMPLETE YOUR AUDIENTES EARMAP (CONTINUED)

1 Make sure you are sitting in a quite place where you will not be interrupted. Press and hold the ((O)) button for at least one second.

2 A prompt will initiate the Audientes EarMap. When the mapping begins, you will hear different tones in your left and right ears. Each time you hear a tone, quickly press any button on the headset.

3 The Audientes EarMap is finished when you have completed the mapping in both ears. You'll know that the mapping is complete when you're able to hear the world around you. A voice prompt will also play to let you know you've successfully completed the mapping.

NOTE: If you need to stop the mapping before it's finished, press and hold the ((O)) button.

How to set up Audientes Companion

HOW TO PAIR AUDIENTES COMPANION WITH A SMART DEVICE.
To pair Audientes Companion with a smart device, such as a smartphone, smart TV or audio device via Bluetooth, press and hold the P-key for 4 seconds. This will initiate pairing.

When setting up the connection for the first time, it may be necessary to hold the "P"-button in for 4 seconds to start a new Bluetooth search or when switching from being connected to one device to another.

If the device has previously been paired to smart device, go into the smart device's Bluetooth settings, and forget/ remove/unpair the paired device from the Bluetooth settings.

To delete any previous Audientes EarMap, Bluetooth pairings etc, you can perform a master reset which will return the device to factory settings. To do this, when the device is on, press power-key and P-key at the same time, for 15 seconds.

Using Audientes Companion

Once you've completed Audientes EarMap, Audientes Companion is ready to use. Here are a few tips for using your Audientes Companion.

1 **Adjusting the volume.** Use the volume buttons to adjust sound levels for each ear.
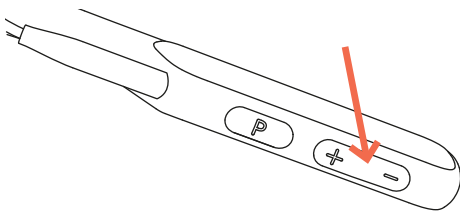
2 **Choosing an audio program.** Audientes Companion features a variety of programs that are designed to help you hear clearly in different situations. Press the **P** button to cycle through programs.

3 **Additional functions of keys on Audientes Companion:**

- Press **P**-key for 4 seconds: start a new Bluetooth pairing to connect with smart phone or similar.

- Press **P**-key for 8 seconds: delete previous Bluetooth pairing and start a new pairing.

- Press On/off and **P** key for 15 seconds to reset Audientes Companion (this will also delete any Audientes EarMap made). This only works when Audientes Companion is turned on.

Using Audientes Companion

4 **Charging Audientes Companion.** The magenta indicator light (see page 11) will flash when you need to charge Audientes Companion. You will also hear a voice prompt saying "Battery low." . You can always check your battery level by quickly pressing the ⏻ button.

BATTERY STATUS

If the indicator light is:	You have:
Green	More than 50% battery level
Yellow	Between 20-50% battery level
Magenta	Between 5-20% battery level
Magenta flashing	Less than 5% battery level

FCC CAUTION:
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

IMPORTANT NOTE:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

IC CAUTION:
This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil nedoit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance.
Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes.