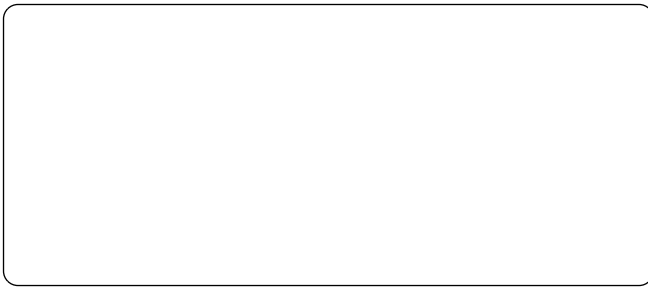



TV PLAY™
STAY CONNECTED

USER INSTRUCTIONS
TV PLAY 2




WIDEX
SOUND LIKE NO OTHER



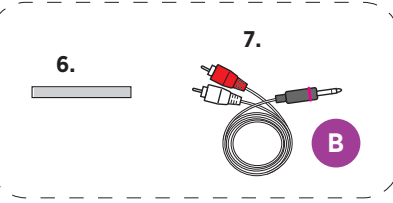
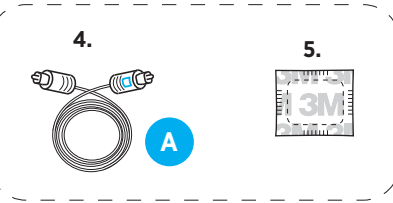
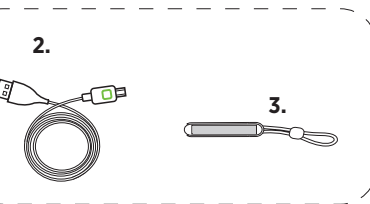
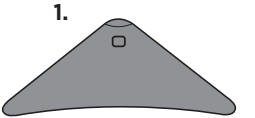


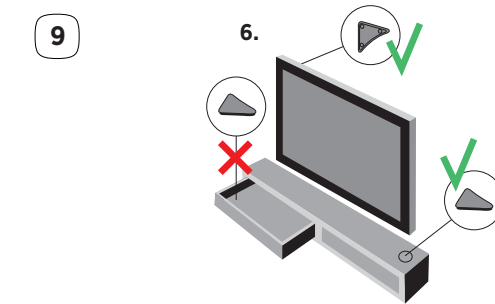
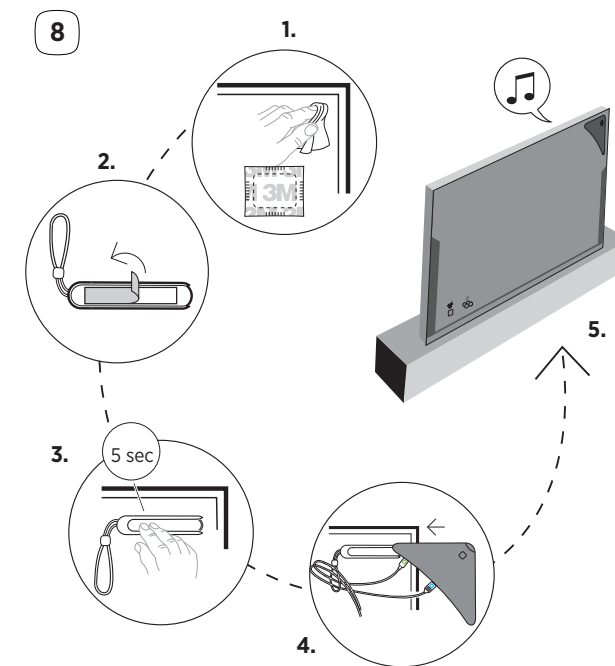
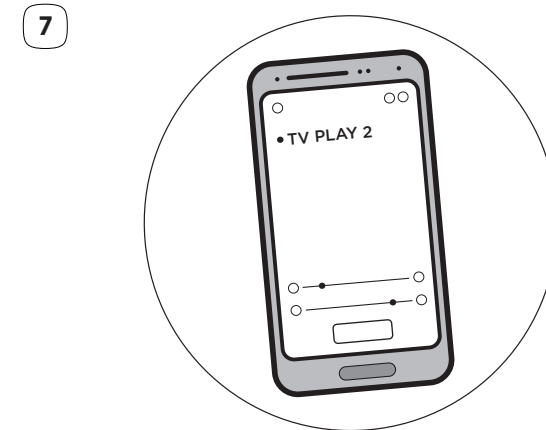
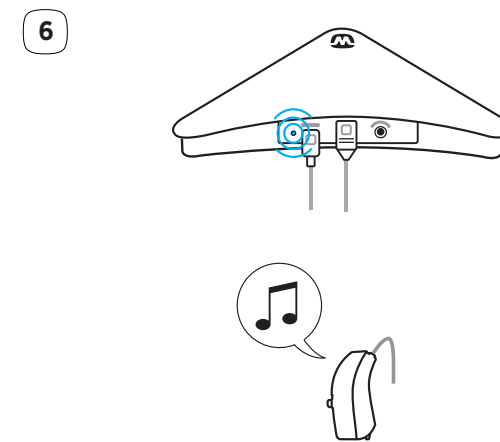
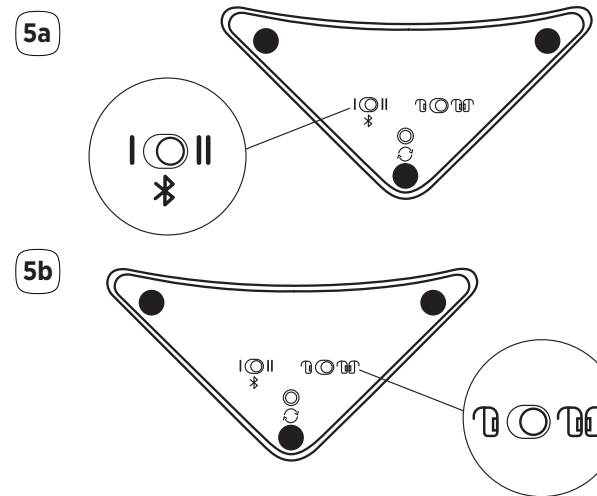
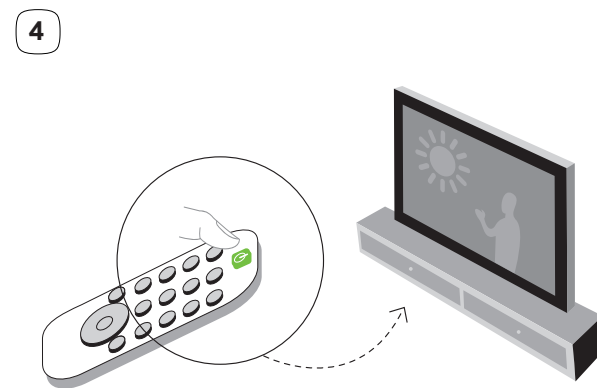
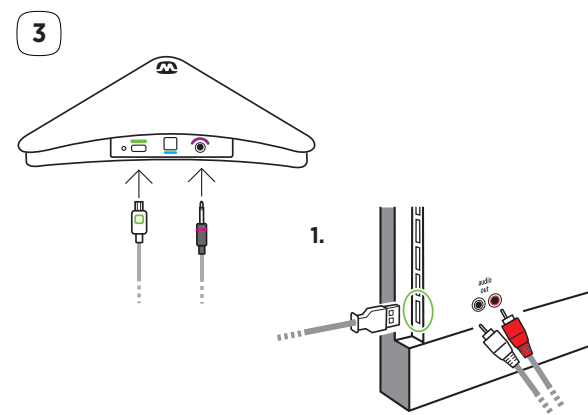
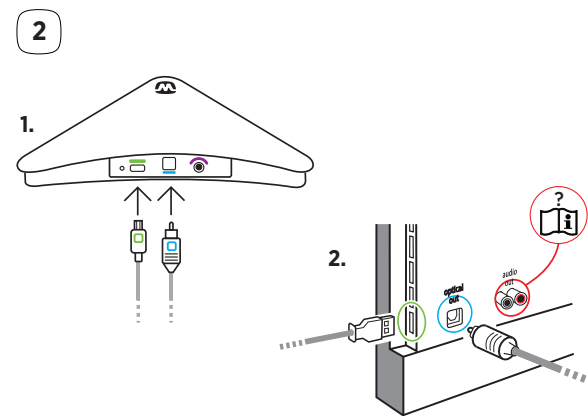
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www.widex.com

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WELCOME

Congratulations on your new streaming device.

Package contents - see illus. 1

1. Device
2. Micro USB cable
3. Mounting bracket with cable holder
4. Optical (TOSLINK) audio cable
5. Cleaning sachet
6. Spare double adhesive tape for mounting
7. Analogue audio cable (mini jack-to-phono)

NOTE

Read this booklet and the user instructions for your hearing aids carefully before you start using the device.

Intended purpose / Intended use

This device is intended as a wireless sound transmitter from a television to supported hearing aids.

Important safety information

Read this section carefully before you start using the device.



Risk of electrical shock!

Connect the audio input only to a device conforming to safety standards IEC 60065, IEC 60950 or EN 62368.



Risk of electrical shock!

Do not use the device if it is obviously damaged. Return it to the point of sale.



Risk of explosion!

Do not use the device in explosive atmospheres (e.g. mining areas).



Risk of injury!

Do not use the device if it is obviously damaged. Return it to the point of sale.



Choking hazard!

The device contains small parts which can be swallowed.

Keep hearing aids, batteries and accessories out of reach of children and mentally disabled persons.

If parts have been swallowed, consult a physician or hospital immediately.

The device is sensitive to extreme heat, high humidity, strong magnetic fields ($> 0.1T$), X-rays and mechanical stress.

- Do not expose the device to extreme temperature or high humidity.
- Do not leave the device in direct sunlight.
- Do not immerse the device in water.
- Do not place the device in a microwave oven.
- Do not use any kind of liquid or disinfectant to clean the device.

The device may interfere with measuring and electronic equipment.

- Do not use the device on airplanes or areas where sensitive or life supporting equipment is used.

Any unauthorized changes to the device may cause injury or damage to the device.

- Use only approved parts and accessories. Ask your Hearing Care Professional for support.
- Do not modify the device without authorization from the manufacturer.

If the device is modified, appropriate inspection and testing must be conducted to ensure safe use of the device.

The device has been designed to comply with international electromagnetic compatibility standards. However, it cannot be ruled out that the device may cause interference with other electrical equipment. If you experience interference, keep a distance to other electrical equipment.

It is recommended only to use the accessories and cables included in the sales box. Using cables other than those specified or provided may result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

The device is designed to operate within the temperature, humidity and atmospheric pressure ranges of 0 °C (32 °F) to 45 °C (113 °F), 5-93% rH, and 700-1060 mBar.

The device should be stored within the temperature and humidity ranges of 10 °C to 40 °C (50 °F to 104 °F) and 10-80% rH.

The device should be transported within the temperature, humidity and atmospheric pressure ranges of -20 °C to +60 °C (-4 °F to +140 °F), 5-90% rH, and 700-1060 mBar.

Hearing aids, accessories, and packaging must be recycled according to local regulations.

GETTING STARTED

Connecting the device to your TV

Option A: using the optical cable - see illus. 2

For audio connection, we recommend that you use the optical cable (blue) to connect the device to your TV, as this gives you the best audio quality.

1. Remove the protection caps from both ends of the optical cable.
2. Connect the optical cable (blue) to the corresponding "Optical IN" socket (blue) on the back of the device, and then connect it to the "Optical OUT" socket on the back of your TV.

NOTE

Don't keep the device in a drawer; this might shorten the transmission range. See illus. 9.

NOTE

When using the optical cable to connect the device to your TV, the following digital formats are supported:

Digital stereo (PCM)

Dolby® Digital*

It may be necessary to configure your TV, DVD player or home theater system to choose one of the supported audio formats. Notice that the device may not be able to stream sound from unsupported audio formats.

NOTE

You can verify that there is a signal in the optical cable by looking into the end that goes into the device. If you see a red light, there is a signal.

Option B: using the analogue audio cable - see illus. 3

You can also use the analogue cable to connect the device to your TV. To do so, follow these steps:

1. Connect the plug (purple) on the analogue cable into the socket on the back of the device.
2. Then connect the analogue audio cable into the corresponding sockets on the back of your TV.

NOTE

Use either the optical cable option or the analogue cable option to connect your device to the TV. You don't need to use both.

NOTE

If you have connected both the optical cable and the analogue audio cable, the device will choose the source from the optical connection if there is a signal in the optical cable. If there is no signal in the optical cable, the device will choose the analogue connection.

* Dolby and the double-D symbol are registered trademarks of Dolby Laboratories.

Using an external audio transmitter (e.g. a sound bar)

You can use an external audio transmitter like a sound bar with the device. If the external audio transmitter requires a digital optical audio connection, the "Analog IN" socket on the device can be used as an "Optical OUT" socket. To use the "Analog IN" socket as an "Optical OUT" socket, connect it to an optical 3.5 mm adapter. An optical 3.5 mm adapter is not included with your device, but must be acquired separately.

Powering the device

To power the device, do the following:

1. Connect the Micro USB cable (green) to the socket (green) on the back of the device.
2. Connect the other end of the cable to the USB socket on the back of your TV.
3. Turn on your TV.

NOTE

If your TV doesn't have a USB socket, you can use a standard USB wall charger (not included). The wall charger should supply at least 150 mA (0.75 W) of power.

Setting up the device for Bluetooth - see illus. 5a

The device can communicate with your hearing aids using two different Bluetooth protocols. The Bluetooth protocol switch is located on the bottom of the device. Your hearing care professional should have set this switch correctly already.

Setting up the device for one or two hearing aids - see illus. 5b

You can set up your device according to your needs using the slider on the bottom of the device. If you have one hearing aid, choose the monaural setting, and select the binaural setting if you are using two hearing aids.



Mono sound



Stereo sound

Pairing the device with your hearing aids - see illus. 6

You need to pair your device and hearing aids before you start streaming sound from your TV. Do as follows:

1. Power your device by turning on your TV (see illus. 4) or consult the "Powering the device" section.
2. Restart your hearing aids by placing them in the charger for a minimum of three seconds and then removing them, by turning them off and on again, or by opening and closing the battery compartment.
3. Keep the hearing aids in pairing range of the device while pairing (0-2 metres).
4. The LED on the device pulses blue while the device is attempting to pair with the hearing aids.

5. When the device has successfully paired with the hearing aids, the LED on the device glows solid blue, and the hearing aids play a tone.

NOTE

Your hearing aids are only in pairing mode for three minutes after you restart them. You might need to restart them again if you didn't pair them in time.

NOTE

Your hearing aids are not paired with the device at the same time, but individually, one after the other.

NOTE

The device can be used to stream sound to more than one user at a time. If you need this option, simply follow the same pairing procedure above.

NOTE

If your hearing aids are paired to a phone that is close by, turn off Bluetooth on the phone before pairing the hearing aids with the device.

NOTE

To comply with FCC RF exposure requirements, the device and the antenna for this device must be installed to ensure a minimum separation distance of 20 cm or more from a person's body. Other operating configurations should be avoided.

Removing a pairing

Pairings with hearing aids are removed from the device in two ways. To remove all pairings from the device, do the following:

1. Hold down the reset button on the back of the device for five seconds. The LED on the device turns off.
2. Stop holding down the button. The device resets and removes all pairings.

To remove a pairing using the App, follow these steps:

1. Open the TV PLAY program on your App, and enter the Sound Menu.
2. Tap the three dots on the top right corner of the Sound Menu.
3. Press the Delete pairing button and accept deleting a pairing.

USING THE DEVICE

Using the device with the App - see illus. 7

Once the device has been paired with your hearing aids, it will be ready to use via your App. To start listening to your TV, do as follows:

1. Start by checking that your hearing aids are paired with your phone.
2. Open your App and select the TV listening program. You'll start listening to the sound from the TV.
3. To stop listening to the sound from your TV, simply change to another listening program.

NOTE

The first time you use your App after pairing your hearing aids with the device, you'll see a help text on the screen informing you that a TV PLAY program has been added to your program list. This message will disappear as soon as you tap anywhere on the screen.

NOTE

If you don't see the TV PLAY program icon on your App, the device and hearing aids are not paired correctly.

Using the device without the App

When the hearing aids are paired with the device, a TV program will automatically be added in the hearing aids. To stream TV sound via the TV program without using the App, you will have to toggle through the programs on your hearing aids using the program button or the RC-DEX and find the TV program.

Adjusting the volume of the TV sound

You can easily adjust the volume of the sound from the TV or hearing aids using the volume sliders on your App screen. Without the App you can adjust the TV sound volume via the RC-DEX using the volume buttons.

NOTE

If you want to focus on the sound from your TV and not listen to the surrounding sounds, you can use the Room off function from your App.

Phone calls while using the device

If you have an iPhone or Android with direct streaming, just answer incoming calls as you usually do on your phone.

NOTE

If the phone call is not streamed to your hearing aids, try changing to another listening program using your App.

ATTACHING THE DEVICE TO THE BACK OF YOUR TV - SEE ILLUS. 8

To attach the device to one of the upper corners of your TV, follow these steps carefully:

1. Clean the surface on the back of your TV using the cleaning sachet. Let the surface dry for a few seconds.
2. Remove the protective foil of the adhesive tape on your mounting bracket.
3. Press the adhesive tape on the mounting bracket on the back of your TV and keep it pressed for 5 seconds.
4. Pull the cables through the cable holder on your mounting bracket.
5. Slide the device into the mounting bracket and secure the cables with the cable fastener.

NOTE

Do not attach the device directly to your TV's heat vents. Where the heat vents are placed depends of your TV.

NOTE

Don't keep the device in a drawer; this might shorten the transmission range. See illus. 9.

NOTE

For longer transmission range keep the device in line of sight.

ADDITIONAL INFORMATION

Maintenance

Clean your device using a soft, dry cloth, or vacuum clean it with a soft nozzle.

NOTE

Don't wash your device and never immerse it in water or any other liquid.

LEDs

LED	MEANING
Constant green light	The device is on, paired, and streaming.
Pulsing green light	The device is on, but not streaming. The LED will also pulse green the first time you turn on the device, or after a reset.
Constant blue light	One or both of your hearing aids have been successfully paired with the device.
Pulsing blue light	The device is searching for hearing aids to pair with, or attempting to establish a pairing.
Pulsing amber light	The reset button has been pressed briefly, and streaming has been stopped for 30 seconds. Press the reset button again to resume streaming, or wait 30 seconds for streaming to resume automatically.
Blinking red light	The device has encountered an error.
Pulsing red light	The device is overheating. Let the device cool down before use.
Constant red light	The device is receiving an unknown sound format.

Resetting the device

The button on the back of the device is a reset button. Reset your device by following these steps:

1. Hold down the reset button until the LED light on the device turns off (about five seconds).
2. Release the button. The device reboots and removes all existing pairings from the device.

NOTE

If you reset your device, you'll have to pair your hearing aids with the device again.

Troubleshooting

These pages contain advice on what to do if your device stops working or if it doesn't work as expected. If the problem persists, contact your hearing care professional.

Problem	Possible cause	Solution
I cannot pair my hearing aids with the device	a. The device is set to use the wrong Bluetooth protocol b. The hearing aids are paired with a nearby phone	a. Change the setting of the Bluetooth protocol switch on the back of the device (see illus. 5b) b. Turn off Bluetooth on the phone while pairing the hearing aids with the device
There is no sound from the TV in my hearing aids	a. The hearing aids and the device are not paired b. The device is set to use the wrong Bluetooth protocol c. The device is not connected properly to your TV d. The audio source is not turned on e. The hearing aid batteries are almost flat f. Your hearing aids are not in the TV PLAY program g. The volume is too low	a. Pair the device and your hearing aids b. Change the setting of the Bluetooth protocol switch on the back of the device (see illus. 5b) c. Check that the device is properly connected to the TV d. Turn the audio source on e. Change the hearing aid batteries, or charge the hearing aids f. Select the TV PLAY program on the App g. Turn up the volume on the App
Others can't hear the sound from the TV	a. You have connected the device to the headphone socket	a1. Connect the analogue cable as described in the Connection chapter a2. Use a different output on the TV a3. Check the audio settings on your TV and set the loudspeakers to be used in parallel
I can only hear sound in one hearing aid	a. The battery on the other hearing aid is flat b. Only one hearing aid has been paired with the device	a. Change the hearing aid battery, or charge the hearing aid b. Make a new pairing
I have connected the optical cable to my TV, but I have no audio in my hearing aids	a. The TV is not configured to send audio out via the optical out connector	a. Check the TV audio output settings (advanced settings)

Problem	Possible cause	Solution
I have connected the analogue cable to my TV, but I have no audio in my hearing aids	The analogue connectors on the TV are only sound input	a. Use the optical cable supplied with your device b. Use a mini jack to mini jack cable and the head-phone plug on your TV c. Your TV may not be compatible with the device
The volume is not comfortable		a. Adjust the volume using the App or a remote control b. Check the advanced settings on your TV to see volume settings
The TV sound in my hearing aids is interrupted in one or both hearing aids	a. The device has been placed in a drawer, or it is behind a wall b. The device is out of range c. There is interference from other radio transmission sources	a. Place the device in line of sight b. Place the device into range c. Move away from other radio transmission sources
The LED pulses red, and there is no sound in the hearing aids	a. The device is overheating	a. Keep the device away from sunlight. Don't place it in a drawer, and keep it away from the TV's heat vents.

If the problem persists, contact your hearing care professional.

REGULATORY INFORMATION

EU Directives

Directive 2014/53/EU

Hereby, WSAUD A/S declares that this TV PLAY 2 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

The TV PLAY 2 contains radio transmitters operating at 2.4 GHz, 10.0 mW EIRP.

A copy of the Declaration of Conformity according to 2014/53/EU can be found at:

<https://global.widex.com/doc>



Information regarding disposal

Do not dispose of hearing aids, hearing aid accessories and batteries along with ordinary household waste.

Hearing aids, batteries and hearing aid accessories should be disposed of at sites intended for electrical waste and electronic equipment, or given to your hearing care professional for safe disposal.

FCC and IC statements

FCC ID: 2AXDT-TV2

IC: 26428-TV2

CAN ICES-3(B)/NMB-3 (B)

Federal Communications Commission 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.

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.

NOTE:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications to the equipment not expressly approved by WSAUD A/S could void the user's authority to operate the equipment.

ISED STATEMENT / DÉCLARATION d'ISED:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

This device may not cause interference.

This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans 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 ne doit pas produire de brouillage;

(2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

ISED RADIATION EXPOSURE STATEMENT:









This equipment complies with ISED RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISED EXPOSITION AUX RADIATIONS:

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet émetteur ne doit pas être co-localisés ou fonctionner en conjonction avec une autre antenne ou émetteur.

SYMBOLS

Symbols commonly used by WIDEX in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
	Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.
	Catalogue number The product's catalogue (item) number.
	Consult instructions for use The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	Warning Text marked with a warning symbol must be read before using the product.
	WEEE mark "Not for general waste". When a product is to be discarded, it must be sent to a designated collection point for recycling and recovering to prevent the risk of harm to the environment or human health as a result of the presence of hazardous substances.
	CE mark The product is in conformity with the requirements set out in European CE marking directives.
	RCM mark The product complies with electrical safety, EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand markets.
	Medical device Indication that the device is a medical device.

LICENSES AND ACKNOWLEDGEMENTS

Open-source acknowledgements

This device makes use of third party open-source software resources. The open-source resources are listed below, and their full license texts can be found on the following pages under *Third-party licenses*.

nrfx

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SPDX-License-Identifier: BSD-3-Clause

<https://github.com/NordicSemiconductor/nrfx>

Licensed under the 3-clause BSD license.

CMSIS ARM

Copyright (C) 2009-2023 Arm Limited. All rights reserved.

https://github.com/ARM-software/CMSIS_5

Licensed under the Apache 2.0 license.

FreeRTOS

Copyright (C) Amazon Web Services, Inc.

<https://www.freertos.org/>

Licensed under the MIT license.

Mbed TLS

Copyright (C) The Mbed TLS Contributors.

<https://tls.mbed.org/>

Licensed under the Apache 2.0 license.

Tiny USB

Copyright (C) 2018, hathach (tinyusb.org).

<http://tinyusb.org> or <https://github.com/hathach/tinyusb>

Licensed partially under the MIT license and partially under the 3-clause BSD license.

MCUXpresso SDK (MIMXRT1040) - Parts of the SDK named as "SDK_**"

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Third-party licenses

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Version 2.0, January 2004

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