Simple Connect Relay

USER GUIDE

v2

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About the Simple Connect Relay

The Simple Connect Relay is a wireless communications device that you can use with compatible hearing aids.

Using the Relay, you can:
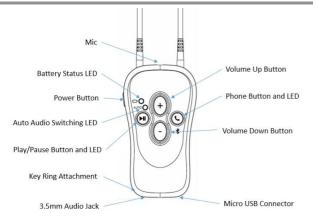- Send audio to your hearing aids so that you can do things such as listen to music or make phone calls.
- Control the volume and program settings on your hearing aids.

Now that you've purchased the Relay, your hearing healthcare professional will synchronize the device with your specific hearing aids and your custom program settings. It's advised that you do not modify the settings once this is done.

Getting Started

Mic

Battery Status LED

Power Button

Auto Audio Switching LED

Play/Pause Button and LED

Key Ring Attachment

3.5mm Audio Jack

Volume Up Button

Phone Button and LED

Volume Down Button

Micro USB Connector

Wearing the Relay

Wear the Relay around your neck

1. Plug one end of the provided neck loop into the top of the Relay (Do not plug the Audio Input Cable into the neck loop ports.)
2. Either place around neck and then attach the other end to the Relay, or attach it first and then slip it over your head to wear.

NOTE: Using the Relay with the neck loop attached at both ends is necessary for streaming functionality, and proper functionality of the unit.

Whether the neck loop is attached or not, the remote control volume of your hearing aids is fully functioning.

Turning On the Relay

Each time that you turn on the Relay, It will reconnect to the last Bluetooth® device that it was connected to, if that device is in range.

- Press the **Power** button for 2 seconds to power on.

Turning Off the Relay

- Press and hold the **Power** button for approximately 2 seconds will power the Relay off.

Auto Mode versus Manual Mode

(Auto mode) When you turn on the Relay for the first time, it will put the unit in Auto mode. When you play music from your phone or other connected device, the Relay will automatically send the music to your hearing aids.

(Manual mode) When you play music from your phone or other connected device, the Relay will require you to press the **Play** button on the Relay before the music will play through your hearing aids.

To toggle between Auto and Manual mode - Press the **Play/Pause** button on the Relay and the **Power** button at the same time on startup.

Tip: Auto mode is the preferred mode for most cases for its ease of use.

Charging the Battery

On a full charge, the unit should last appx 8 hours of streaming music/phone call. It should get at least 50 hours in Volume Remote Only mode. To recharge the battery;

1. Insert the power adaptor cable into the micro USB port on the bottom of the Relay.
2. You can also charge your device using a micro USB cable that you connect to a computer.

Note: You can continue to use the Relay while it is charging.

Changing the Volume

When you change the volume for your hearing aids, you change it for all incoming audio, including phone calls and music.

1. Press the **+** button to turn up the volume or the **-** button to turn down the volume.

Tip: Making volume changes with the switches on your hearing aids is not allowed while listening to music or on a phone call. Use the Relay to control your hearing aid volume at these times.

Reset to Default Levels and Settings

If the hearing aids become out of sync, then the following procedure will reset them to the Default levels and re-sync.

1. Press and hold the Volume Up **(+)** and Volume Down **(-)** buttons for 2 seconds.
2. This will sync the right and left hearing aids, and reset the volume level to mid level and program 1.

Check the Battery Status of the Relay

The battery icon appears in a specific color, depending on how much charge is remaining.

Color	% Charge remaining
Green	40% or more
Amber	10-40%
Red	less than 10%

Pair a Bluetooth® device with the Relay

Before you can use the Relay with other Bluetooth® enabled devices, such as your cell phone, you must turn on Bluetooth® and then pair the two devices.

Turning On Bluetooth® on the Relay

1. Press and hold the **PHONE** button for 2 seconds**.**
2. **PHONE** will flash **BLUE** indicating the Relay is in Pairing Mode.

Pairing a Bluetooth® device

After the Relay is in Bluetooth® pairing mode, please follow your device manufacturer's instructions to complete the pairing of your Bluetooth® device.

Using the Relay with your cell phone

Answer a call

- To accept a call, press the **PHONE** button.

Make a call

- To make a call, use your cell phone to start the call.

After you start the call, you can use the Relay to control audio during your phone call.

End a call

- To end a call, press the **PHONE** button.

You can also end the call directly from your cell phone.

Switch to an incoming call

If your cell phone supports call waiting, you can switch to an incoming call while you are already on the phone. When you switch to an incoming call, you place your existing call on hold.

1. Refer to your phone's user manual for how to use call waiting.

Listen to music

You can listen to music using a connected Bluetooth® device or from a music player that you plug into the Relay.

- To listen to music using a paired Bluetooth® device, start the music on that device.
- To listen to music through a media player, insert the stereo audio cable in the input jack on the bottom of the Relay.

Tip: To preserve battery life, unplug the stereo audio cable when you are not listening to music.

The Relay is certified to the following standards:
FCC ID: VEP-SQC7B00

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.

Changes or modifications made to the equipment not expressly approved by the manufacturer may void the FCC's authorization to operate the equipment

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.

Bluetooth®

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