

behear.

● PERSONAL HEARING AMPLIFIER

BeHear SMARTO

User Manual



Model ABH-410

www.wearandhear.com

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1 Introduction

BeHear SMARTO is a hand-held or body-worn personal hearing amplifier that you can fully customize. It is easy to operate and provides a substantial hearing boost, so that people with moderate to severe hearing difficulties can take a full part in live conversations. SMARTO also improves listening to streamed audio from a mobile phone, TV set or any other device that transmits audio over Bluetooth.

● Key Benefits of SMARTO

Simple and effective. Large, colorful buttons make it easy to operate, also for people with limited mobility, vision or dexterity, or with dementia.

Tailor-made amplification. Conversation is not just louder: it is personalized to suit your unique hearing profile.

Sound source focus. Only the voice of the person speaking is amplified, not the whole room.

Built-in safety feature. A single-press emergency call to a number you choose makes it easy to get help when needed, and gives family members peace of mind.

Loud and clear mobile calls. Personalized amplification, noise reduction and the EasyListen™ feature, which slows down incoming speech when desired, make phone calls easier to understand.

Superior audio quality. Clear dialogue and rich music from TV programs, music, podcasts, conference calls and other streamed audio.

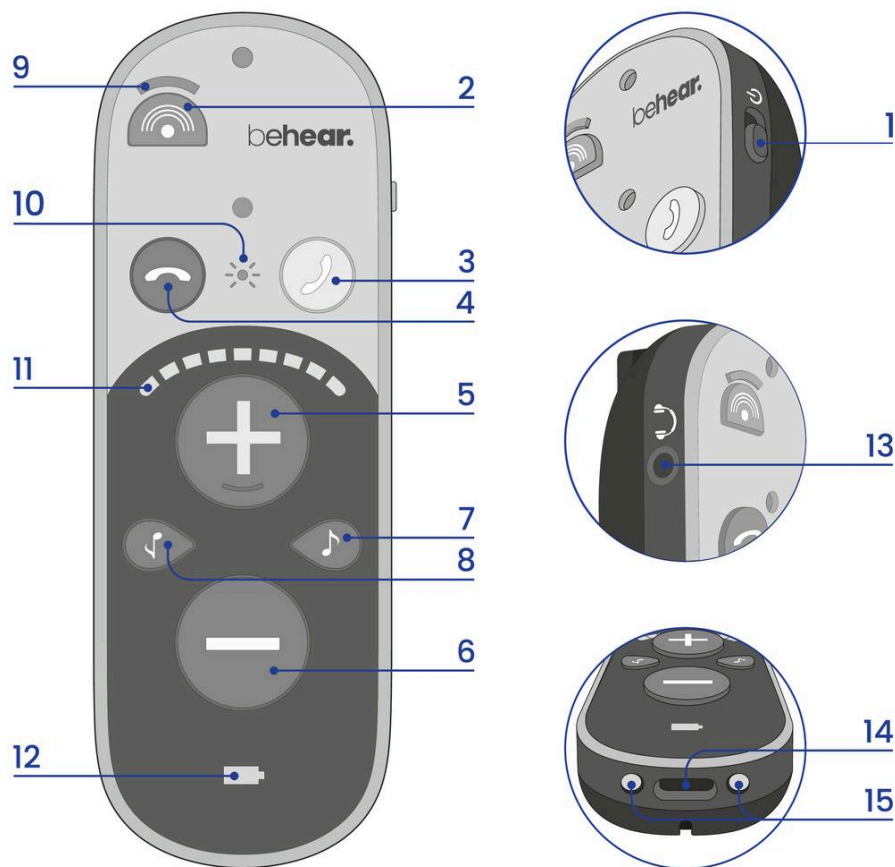
The BeHear app

SMARTO works right out of the box. The free BeHear app adds personal tuning, a hearing assessment, EasyListen™, emergency call settings and firmware updates. Download it from Google Play or the App Store.



2 Device Overview

● Main Unit



#		Component	Function
1		Power switch	Shift up and hold to turn SMARTO on or off. Shift up briefly to show the battery level (when SMARTO is on).
2		Sound Focus button	Switches the microphones between Omni (all directions) and Front mode.
3		Answer button	Phone calls (see Handling Mobile Phone Calls) and audio playback (see Listening to Audio).
4		Cancel button	
5		Volume up button	Increases call, audio or ambient sound volume.
6		Volume down button	Decreases call, audio or ambient sound volume.
7		Bass button	Increases low frequencies (bass).
8		Treble button	Increases high frequencies (treble).

#		Component	Function
9		Sound Focus indicator	Lights up when the microphones are in Front mode.
10		Notification LED	Flashing red and blue: Bluetooth pairing mode Flashing blue: connected to a Bluetooth device Flashing yellow: hearing amplifier is active Flashing purple: hearing amplifier is paused
11		Volume bar	Shows the volume, tone or balance setting.
12		Battery indicator	Shows battery level and charging status.
13		Audio jack	Plug in the supplied headset here.
14		USB-C port	Connect the supplied cable to charge the battery.
15		Charging contacts	Place this side down in the charging cradle.

● Charging Cradle



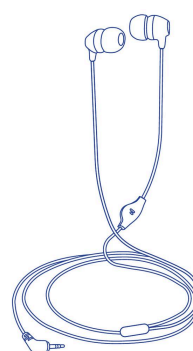
1  USB-C port

Connect the supplied cable to charge the battery.

2  Battery status window

Shows the battery indicator of the amplifier.

● Headsets



In-ear headset



Over-ear headset

● Accessories

- Charging cable (USB-C)
- Lanyard
- Set of ear buds

● Using the Headset

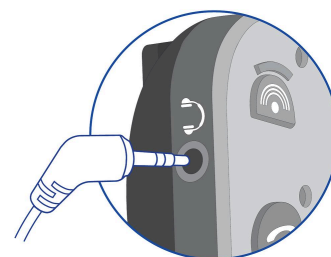
Choosing the Headset

Choose one of the two supplied headsets: in-ear or over-ear. The in-ear headset with well-fitting ear buds is the most effective for strong amplification. The over-ear headset is gentler on the ears and is a good choice for long wear.

Personal sound adjustments may differ depending on the type of headset. For the best performance, use SMARTO only with the supplied headsets.

Connecting the Headset

Insert the headset plug fully into the audio jack of the amplifier.



Putting on the Headset

The headset is marked “L” and “R”. Place the side marked “L” on your left ear and the side marked “R” on your right ear. Wearing the headset the right way round helps you recognize where sounds come from.



Fitting the Ear Buds to Your Ears

The in-ear headset comes with two shapes of silicone ear buds: open-fit “tulip” (factory installed) and “mushroom” (three sizes). The “tulip” bud is recommended for long wear. If the buds do not fit snugly and comfortably, remove them and try the other options.

● Turning the Amplifier On and Off

To turn on: shift the Power switch  up and hold it until the unit vibrates and the LED turns green. Release the switch; it returns to its position automatically.

To turn off: shift the Power switch up and hold it until the unit vibrates and the LED turns red.

NOTE Vibration can be turned off in the BeHear app.

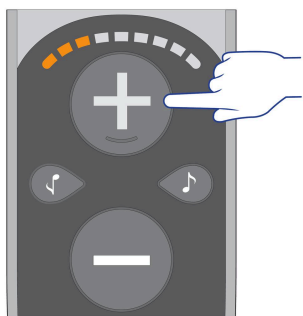


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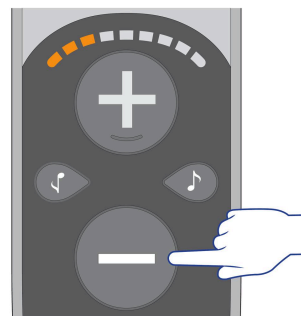
Basic Operation

Volume Control

Sound Volume



Press **+** to increase the volume.



Press **-** to decrease the volume.

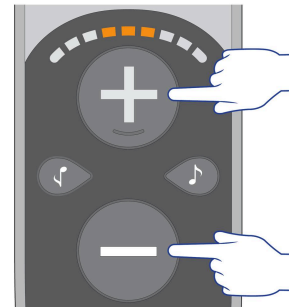
The volume bar shows the current volume for 5 seconds after the last change.

Maximum Volume Level

You can set the maximum volume of SMARTO to best match your hearing. The higher the range, the louder the sound.

- To change the range, press and hold **-** and **+** together for 5 seconds, until the volume bar indication changes.
- Release the buttons and repeat to scroll through the ranges: **Low**, **Mid** and **High**.

The factory setting is **Mid**. If **High** is not loud enough, complete the hearing assessment in the BeHear app to enable an extra boost.



Low

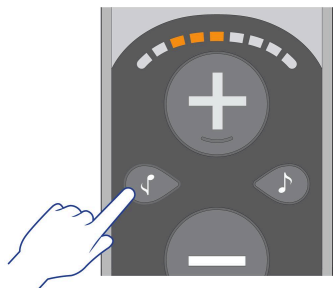
Mid (default)

High

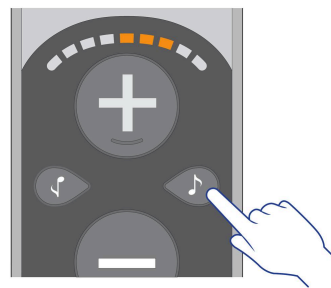


CAUTION Listening at high volume for long periods may damage your hearing.

● Tone Control



Press  to increase the **bass** (low frequencies).



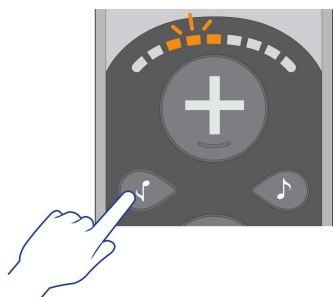
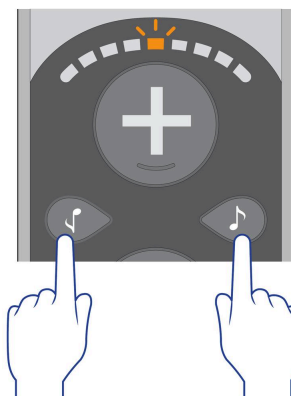
Press  to increase the **treble** (high frequencies).

The volume bar indication moves to the left or right accordingly and stays on for 5 seconds after the last change.

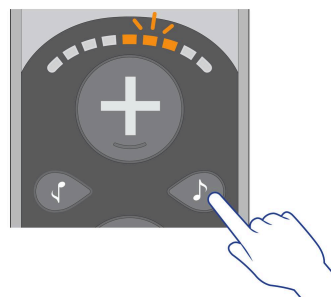
● Left/Right Balance

You can change the balance between your left and right ears.

- Press and hold  and  together for 5 seconds, until the volume bar starts blinking.
- While it blinks, press  to favor the **left** ear or  to favor the **right** ear. The blinking volume bar follows your choice.



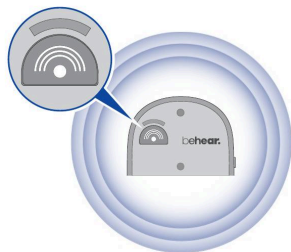
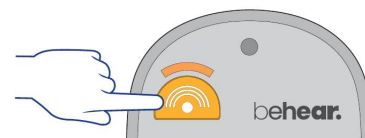
Favor the left ear



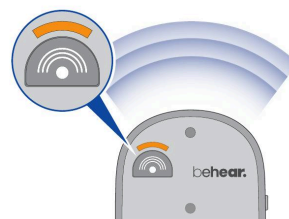
Favor the right ear

● Sound Focus

The microphones of SMARTO work in two modes, **Omni** and **Front**. Press the Sound Focus button  to switch between them.

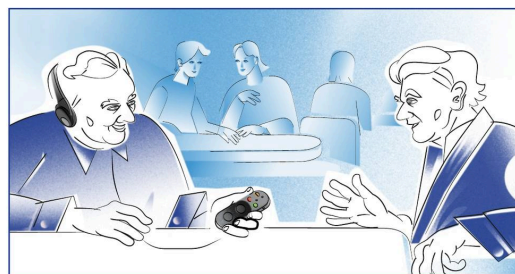


Omni: SMARTO picks up and amplifies sound from all directions. The indicator is off.

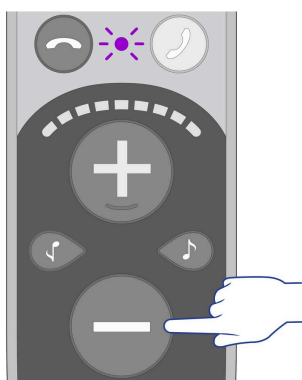


Front: only sound in front of the unit is amplified, so you can focus on what you want to hear. The indicator is on.

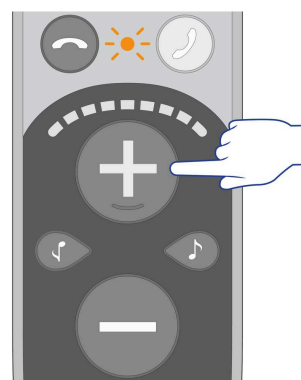
In Front mode, point SMARTO toward the person or sound you want to hear.



● Pause and Resume the Amplifier



To pause, press and hold  until the notification LED blinks purple and the volume bar turns off.

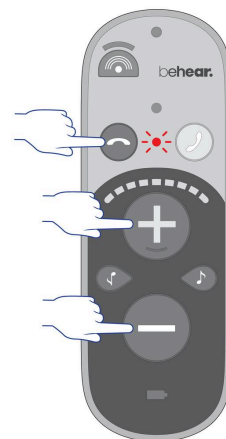


To resume, press and hold  until the notification LED blinks yellow.

● Lock and Unlock the Buttons

Lock the buttons to prevent accidental changes. You can lock all buttons together or each group of functions separately. To lock, press and hold the buttons listed below together for 5 seconds, until the notification LED blinks red. To unlock, repeat until the LED blinks green.

NOTE Power on/off and emergency call dialing always work.



To lock or unlock	Press and hold together
All functions	  
Phone call and audio control (except emergency call)	 
Volume control	 
Tone control	 
Sound Focus	 

● Wearing the Amplifier

Use the clip to attach the amplifier to your clothing, or attach the supplied lanyard to wear it around your neck.



● Checking the Battery Status

When SMARTO is on, briefly shift the Power switch  up and release it. The battery LED shows the battery level for 1–2 seconds:

- **Green:** good, more than 50% charge.
- **Yellow:** fair, between 10% and 50%.
- **Red:** low, below 10%. Please recharge.

NOTE When the battery drops below 10% during use, the LED flashes red from time to time.



● Charging the Battery

A full charge takes about three hours. Charge the battery before using SMARTO for the first time.

With the charging cradle

1. Connect the large end of the supplied cable to a USB wall charger or a computer, and the small end to the USB-C port of the cradle.
2. Place SMARTO in the cradle. The battery LED lights up when the amplifier sits correctly.
3. A vibration means charging has started. The LED is red while charging and turns green when the battery is full.



With the cable only

1. Connect the large end of the supplied cable to a USB wall charger or a computer.
2. Connect the small end to the USB-C port of SMARTO.
3. A vibration means charging has started. The LED is red while charging and turns green when the battery is full.

NOTE Do not use SMARTO while it is charging.



5

Using SMARTO with Bluetooth

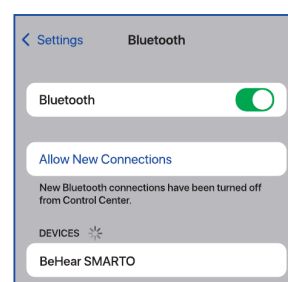
● Pairing with Bluetooth Devices

Before you can use SMARTO with a phone, TV, computer or other Bluetooth device, pair the two devices. You can pair in either of two ways:

- **In the Bluetooth settings of your device.** Make sure Bluetooth is turned on. SMARTO appears in the list of available devices as **BeHear SMARTO**.
- **In the BeHear app.** Launch the app and put SMARTO into pairing mode (see below), then follow the prompts in the app (see [Connection](#)).

Putting SMARTO into Pairing Mode

1. Make sure SMARTO is turned off.
2. Shift the Power switch  up and hold it for about 5 seconds, until the notification LED alternates red and blue.
3. Choose **BeHear SMARTO** in the list of Bluetooth devices. When pairing is complete, SMARTO connects automatically and the LED blinks blue every 5 seconds.



● Connecting with Bluetooth Devices

SMARTO remembers the last connected device and reconnects to it automatically.

NOTE SMARTO connects to one Bluetooth device at a time. When you pair it with a second device, the first one is disconnected.

TIP If you have not used SMARTO for a while, briefly shift the Power switch up to reconnect to your paired phone.

● Handling Mobile Phone Calls

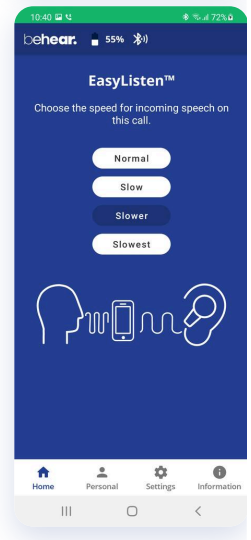
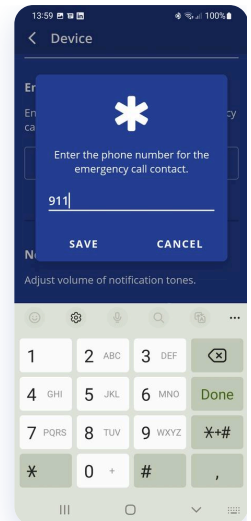
You can handle calls from the connected phone with SMARTO:

- **Answer a call:** press  when you hear the incoming call signal.
- **End a call:** press  during the call.
- **Reject a call:** press and hold  when you hear the incoming call signal.

Emergency Call

1. In the BeHear app, set the phone number to call in an emergency (see [Device Settings](#)).
2. To dial it, press and hold  until the notification LED blinks red.

NOTE A Bluetooth connection to your phone is required.



EasyListen™: Slowing Down Incoming Speech

EasyListen slows down the speech of the person you are talking to on a mobile phone call, making it easier to understand. It is controlled in the BeHear app:

1. During the call, open the BeHear app on your phone.
2. Tap **Slow**, **Slower** or **Slowest** to turn on EasyListen and choose the speech tempo.
3. Tap **Normal** to turn EasyListen off.

The selected tempo stays active until the end of the call.

● Listening to Audio

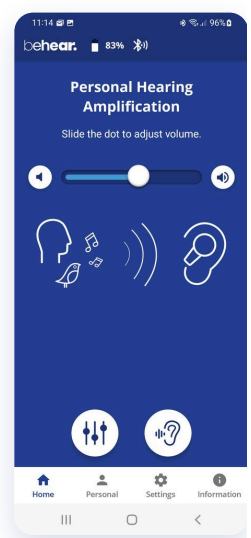
You can listen to audio from your phone or any other paired and connected Bluetooth device:

- To play audio, press .
- To pause audio, press . After a few seconds SMARTO returns to amplifying the sound around you.

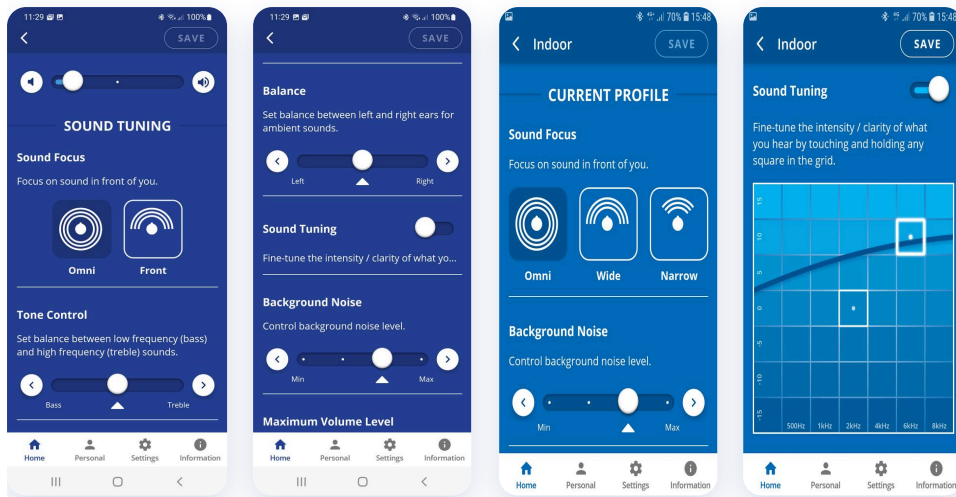
● Managing the Amplifier in the BeHear App

- Drag the slider to set the volume of the sound around you: left is softer, right is louder.
- Moving the slider all the way to the left turns off personal hearing amplification. Move it to the right to turn amplification back on.
- Tap  to open the Sound Tuning screen.

TIP For the best results, turn off key tones (alerts, notification sounds, keyboard taps) on your phone, or set it to vibrate or silent. This prevents phone sounds from interrupting the amplifier.



Advanced Sound Tuning



- **Sound Focus** limits amplification to sounds in front of you, which reduces background noise and makes speech clearer. Tap **Omni** (no limit) or **Front** (180°).
- **Tone Control**: drag the slider left to favor bass or right to favor treble.
- **Balance**: drag the slider toward the Left or Right ear.
- **Sound Tuning**: turn on the option, then touch and hold a square in the grid until you feel a vibration. After 1–2 seconds the change is applied and the square gets a white frame. Try other squares to find the most pleasant sound. The vertical axis is amplification (low to high), the horizontal axis is sound frequency. The dark blue arc shows how your choice changes amplification across frequencies.
- **Background Noise**: drag the slider toward **Min** or **Max**.
- **Maximum Volume Level**: choose **Low**, **Mid** or **High**. The volume slider is scaled to the selected range.
- Tap **SAVE** to keep your changes, or **RESET** to return to the factory settings.

● Personalization

We highly recommend tuning the amplifier to your own hearing with the hearing assessment built into the BeHear app.

If you have a recent audiogram, you can skip the assessment and enter its values manually: tap **Personal** in the bottom menu and enter the values in the **Editor**. You can also choose one of the audiograms in the app **Library**.

Whichever you use, the results are applied to SMARTO automatically and create a profile that matches your hearing. It also personalizes the sound of music and phone calls.

Hearing Assessment

During the assessment, six test sounds are played for each ear, one after another. Each sound covers a different frequency range. The assessment finds the best volume for each range. The results are saved in the app Library and applied to SMARTO.

There are two types of assessment:

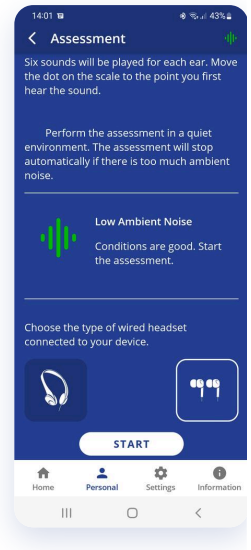
- **Basic** (default, enough for most users): for each sound you indicate the volume at which you first hear it, the **Hearing Threshold**.
- **Advanced** (takes longer): for each sound you set the Hearing Threshold and also the **Comfortable Level**, the volume that is most comfortable for you.

To switch between them, tap **Settings** at the bottom of the app, choose **Application** and find **Hearing Assessment Mode**.

Before Starting the Hearing Assessment

- ✓ The BeHear app is installed and open on your phone.
- ✓ You have chosen Basic or Advanced mode in **Settings › Application**.
- ✓ SMARTO is on and connected to the phone over Bluetooth.
- ✓ The headset you will normally use is plugged in.
- ✓ You are wearing the headset correctly: “L” on the left ear, “R” on the right, ear buds placed firmly.
- ✓ You are in a quiet place.

NOTE The app checks the noise around you and does not let the assessment continue if it is too loud.



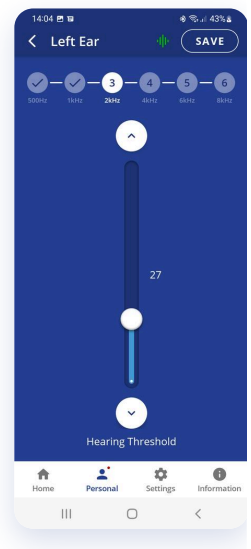
Conducting the Hearing Assessment

1. Tap **Personal** at the bottom of the app and choose **Assessment**.
2. Tap the icon of the headset type you have plugged in.
3. Tap **START**.
4. The assessment starts with the left ear, goes through six frequencies and then repeats for the right ear. You move to the next frequency by tapping **SAVE** in the top right corner.

Basic assessment

- Slide the button on the scale up until you clearly hear the sound. Then slowly move it down to the lowest level at which you can still hear it. Repeat as often as you need.
- Tap **SAVE**, then repeat for the other five sounds and for the right ear.
- Save the results as the app prompts.

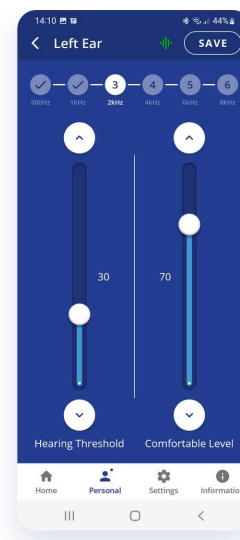
NOTE You can also adjust the test sound with the arrow buttons on the screen or the volume buttons of your phone.



Advanced assessment

- Set the Hearing Threshold as in the Basic assessment.
- Move the **Comfortable Level** slider to the most comfortable level, neither too loud nor too soft. It is always higher than the Hearing Threshold.
- Tap **SAVE**, then repeat for the other five sounds and for the right ear.
- Save the results as the app prompts.

NOTE Before saving, you can go back to any frequency: tap its indicator at the top of the screen.



Hearing Assessment Results

Your results are saved in the app Library under a unique name. To see them, tap **Personal**, choose **Library** and select the assessment. You can retake the assessment at any time; SMARTO always uses the most recently applied results.

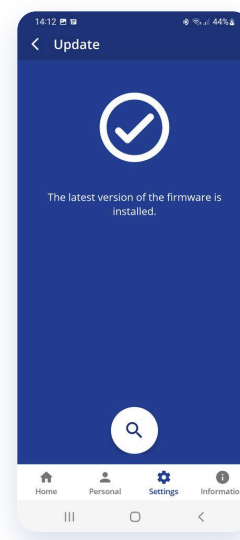
• Checking for Updates

Keep SMARTO up to date to get the latest features. We recommend checking for updates before you start using it.

1. Make sure SMARTO is on and connected to a phone with the BeHear app.
2. In the app, tap **Settings** and then **Update**.
3. If an update is available, follow the instructions on the screen.

NOTE The app checks for updates automatically when **HEADSET UPDATE CHECK** is set to **AUTO** in **SETTINGS > APPLICATION**.

IMPORTANT Keep SMARTO and the app on and connected during the update.



6 The BeHear App

● Installing the App



Android phones

1. Open Google Play and search for **W&H BeHear**.
2. Download, install and open the app.



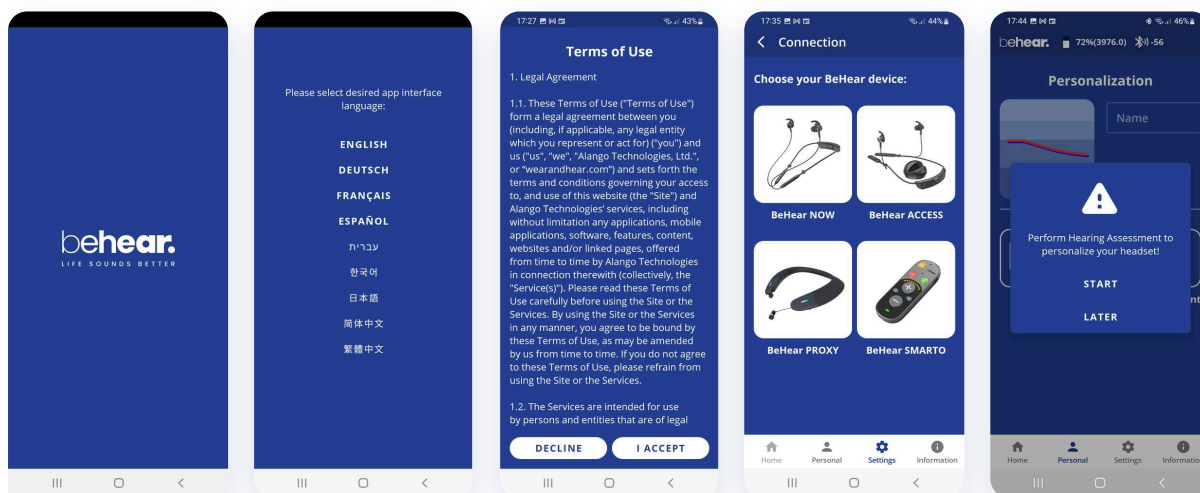
iPhone

1. Open the App Store and search for **W&H BeHear**.
2. Download, install and open the app.



● First Launch

When you open the app for the first time, choose the language and accept the terms of use.



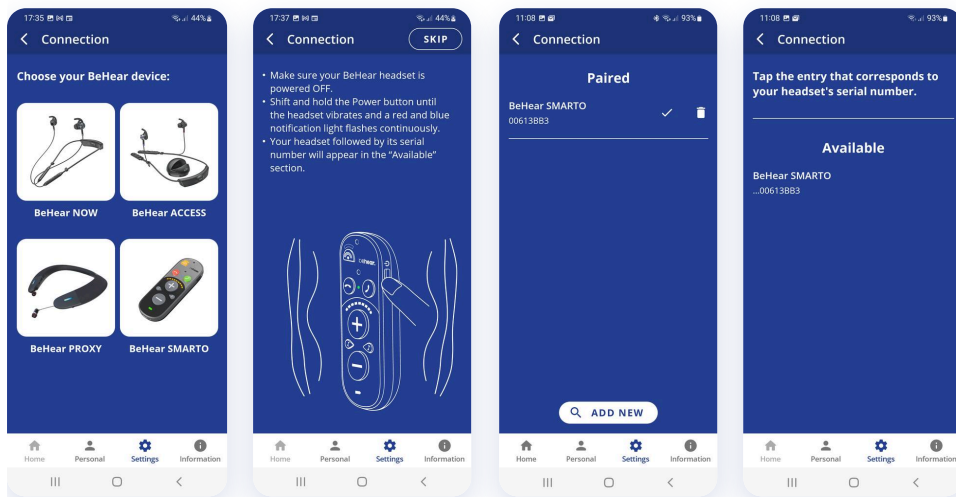
If no BeHear device is connected to the phone, the app opens the Connection screen. Otherwise, it invites you to take the hearing assessment.

● Connection

The app opens the Connection screen automatically when no BeHear device is connected. You can also open it at any time: tap **Settings** and choose **Connection**.

First Time Connection

1. Tap the BeHear SMARTO icon on the Connection screen.
2. Follow the animated instructions to put SMARTO into pairing mode: with SMARTO turned off, shift the Power switch  up and hold it for about 5 seconds, until the LED alternates red and blue.
3. Wait for the list of Available devices to appear. This can take up to 30 seconds.
4. Your amplifier is listed as **BeHear SMARTO** followed by the last characters of its serial number. You can check it against the serial number on the white label underneath SMARTO.
5. Tap the device name. When the connection is complete, the amplifier moves to the Paired devices list with a check mark.



On the Connection screen you can also:

- Connect a new BeHear device: tap **ADD NEW**.
- Connect a previously paired SMARTO: tap its name.
- Disconnect SMARTO: tap the name of the connected device. Tap it again to reconnect.
- Unpair SMARTO: tap .

After you connect a new SMARTO, the app invites you to take the hearing assessment.

● Home Screens

The Home screen changes automatically with what SMARTO is doing: amplifying the sound around you, handling a phone call or playing audio. Tap **Home** in the bottom menu to return to it from anywhere in the app.

Personal Hearing Amplification

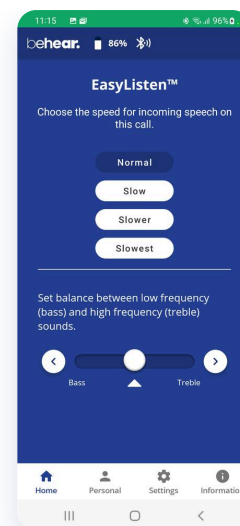
- Volume slider, with the option to turn amplification off and on.
- Tuning button  for advanced sound tuning.

Phone Call

- Speech tempo buttons: **Normal** (EasyListen off), **Slow**, **Slower**, **Slowest**.
- Tone control slider.

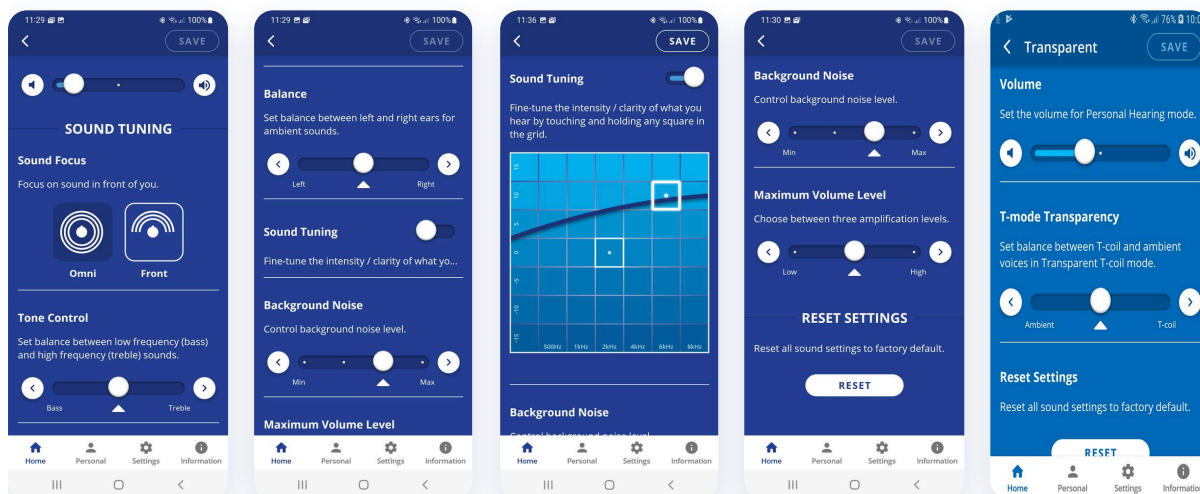
Audio Player

While audio is playing, the Home screen is inactive.



IMPORTANT When SMARTO is not connected to the phone, the Home screen and parts of other screens are inactive (grayed out). Connect SMARTO to use all features of the app.

Advanced Sound Tuning



Volume

Sets the volume of the sound around you: drag left (softer) or right (louder).

Sound Focus

Limits amplification to sounds in front of you, which reduces background noise and makes speech clearer. Tap **Omni** (no limit) or **Front** (180°).

Tone Control

Sets the balance between bass and treble: drag left for more bass, right for more treble.

Balance

Sets the balance between left and right ears in personal hearing mode, on top of your hearing assessment results. Touch the triangle to return to the assessment levels. To set the balance for calls and music, use **Settings > Device > Balance**.

Sound Tuning

Fine-tunes the sound of the active hearing profile. Slide the dot to the right to turn it on, then touch and hold a square in the grid until you feel a vibration. The square gets a white frame and the change is applied. Moving right boosts high frequencies, moving left boosts low frequencies; moving up or down

raises or lowers the gain. The dark blue arc shows how your choice changes the audiogram. To return to the factory setting, touch and hold the center square.

Background Noise

Drag toward **Min** or **Max**. The triangle marks the recommended setting.

Maximum Volume Level

Choose **Low**, **Mid** or **High**. The volume slider is scaled to the selected range. The triangle marks the recommended setting.

SAVE / RESET

Tap **SAVE** to apply your changes (the app reminds you after the first change). **RESET** restores all factory settings.

● Personalization

Tap **Personal** in the bottom menu to open the personalization options:

Library

Opens the library of audiograms.

Editor

Opens the editor, where you can enter and change audiogram values manually.

Assessment

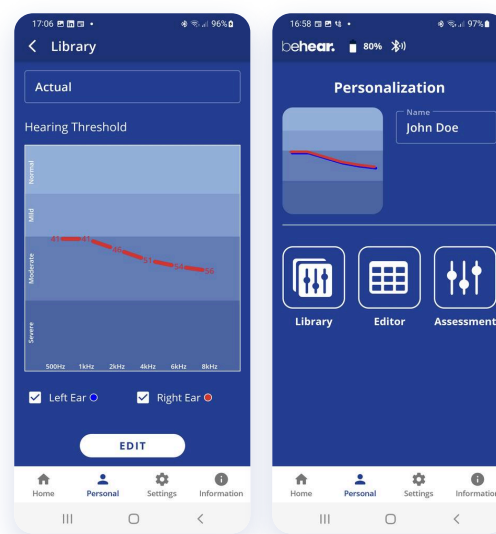
Starts the personal hearing assessment.

User name

Each saved audiogram gets a unique name. Tap the name to change it.

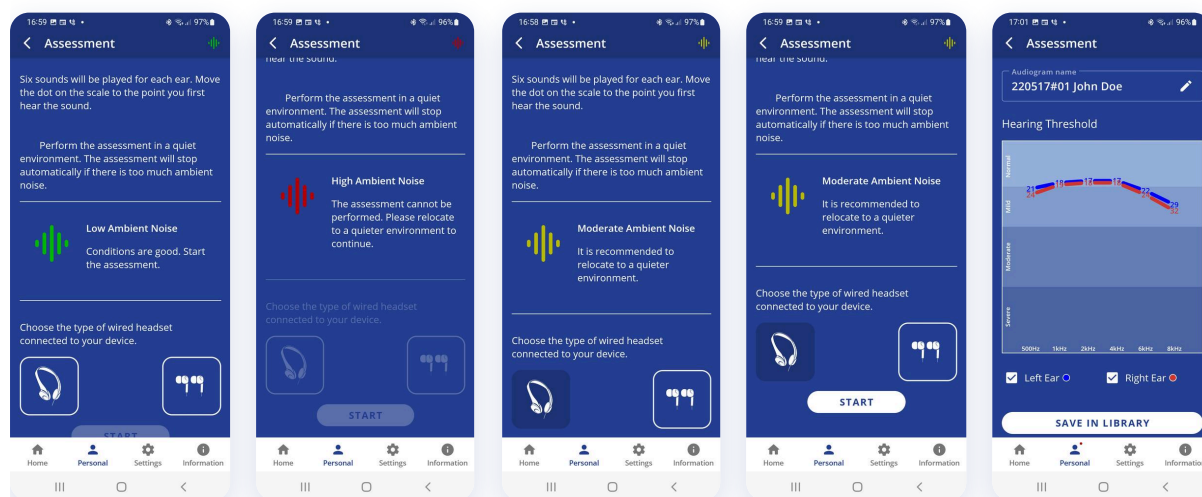
Current audiogram

Shows the audiogram of the connected SMARTO. Tap the chart to view it full screen, or tap **EDIT** to change the values.

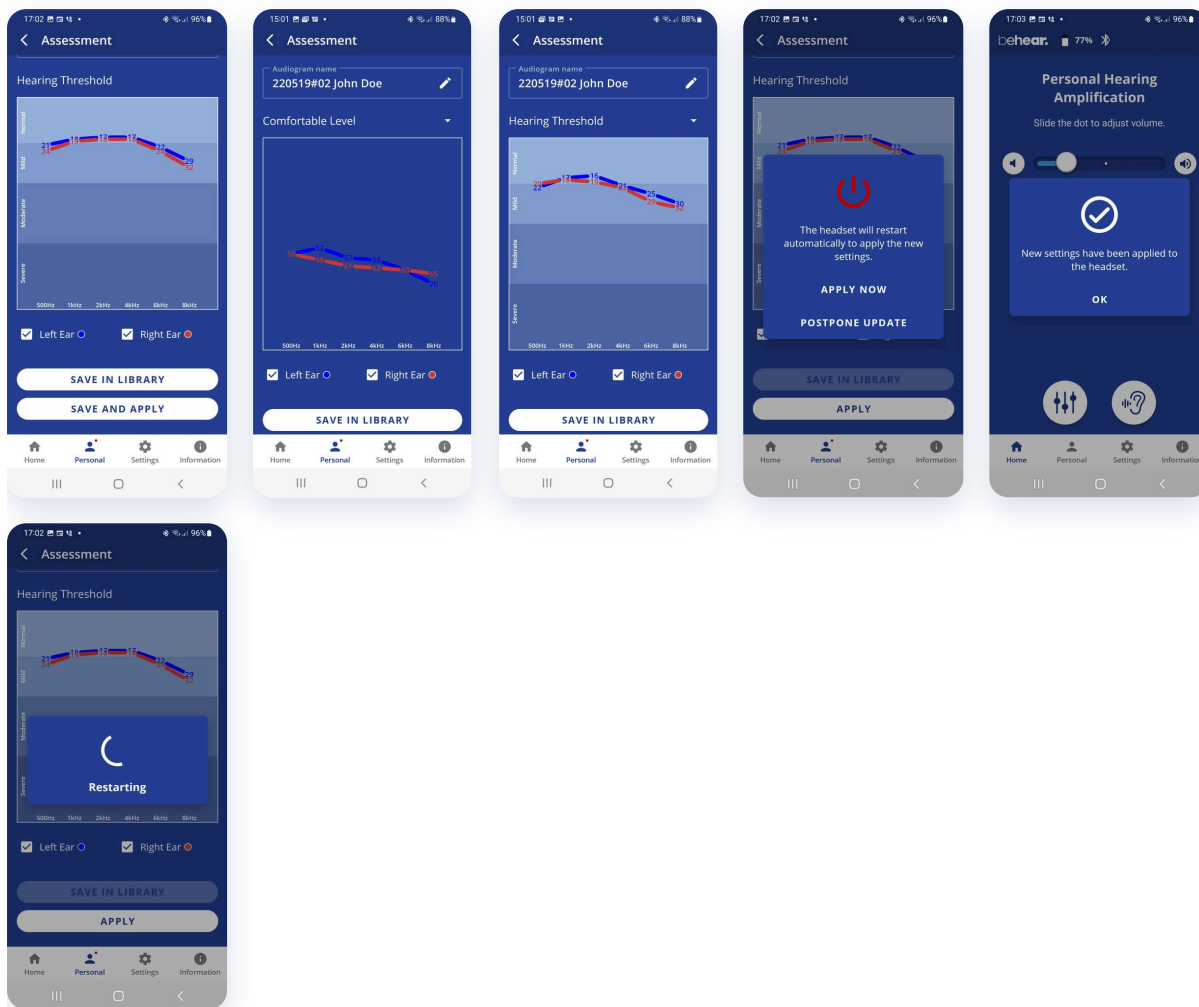


Personal Hearing Assessment

Choose **Assessment** to start a new assessment, or to resume or discard an interrupted one. The assessment can only run in a quiet place: the app stops it if the noise around you is too loud.



- **Basic assessment:** each screen has one slider. Tap **SAVE** after setting each frequency. At the end you see one chart with the Hearing Threshold for both ears.
- **Advanced assessment:** each screen has two sliders. Tap **SAVE** after setting each frequency. At the end you see two charts, Hearing Threshold and Comfortable Level; tap a chart name to switch.



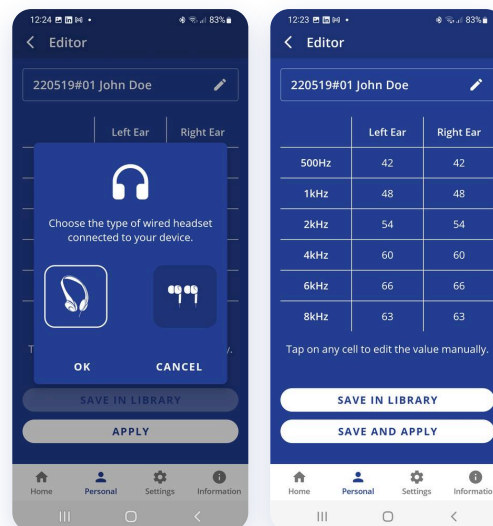
To save the results:

- **SAVE IN LIBRARY** stores the results in the app library to apply later. The file name is created automatically.
- **SAVE AND APPLY** stores the results and applies them to the connected SMARTO.
- **APPLY NOW** applies the results right away; SMARTO restarts automatically.
- **POSTPONE UPDATE** keeps everything working as before. A warning icon  and a red dot next to **Personal** remind you of the pending action. The results are applied the next time you turn SMARTO on.

Edit Audiogram

In the Editor you can create an audiogram by entering hearing loss values manually, usually from a hearing test done elsewhere, or change an existing one.

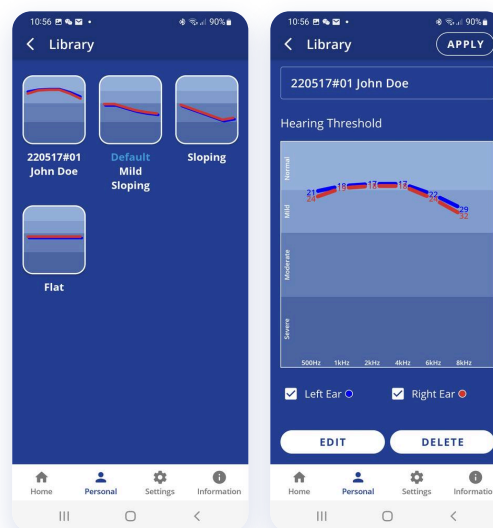
- Choose **Editor** to open an empty table. Tap the file name to change it.
- Enter the values from your audiogram.
- To change an existing audiogram, tap **EDIT** while viewing its chart.
- Tap **SAVE IN LIBRARY**, or **SAVE AND APPLY** to also apply it to SMARTO. You will be asked which headset is connected.



Library of Audiograms

The library holds the factory audiograms and the ones you have saved.

- Choose **Library** to open the list of audiograms. Tap a chart to view it full screen.
- Tap **EDIT** to change its values, or **DELETE** to remove it. Factory audiograms cannot be deleted.
- Tap **APPLY** to load it to the connected SMARTO. You will be asked which headset is connected.



Settings

You set up SMARTO and the app on the Settings screen. Tap **Settings** in the bottom menu.

Connection

Manage the Bluetooth connection of SMARTO (see [Connection](#)).

Application

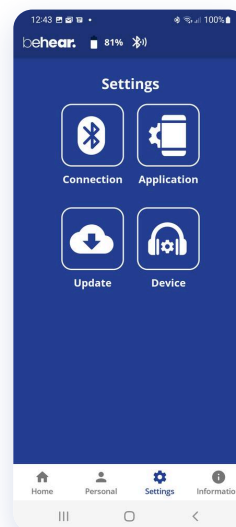
App settings.

Device

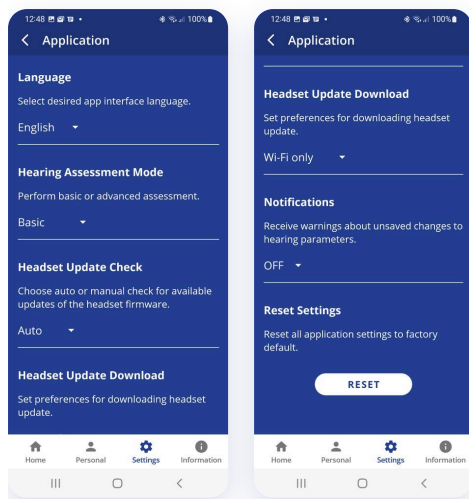
Settings of the connected SMARTO.

Update

Firmware updates for SMARTO.



Application Settings



Language

Language of the app.

Hearing Assessment Mode

Basic: one measurement (Hearing Threshold) for each ear. **Advanced:** two measurements (Hearing Threshold and Comfortable Level). Default: Basic.

Headset Update Check

Auto: the app checks for firmware updates automatically. **Manual:** you check on the Update screen. Default: Auto.

Headset Update Download

Wi-Fi only: updates download only over Wi-Fi; you see a warning if you start an update without Wi-Fi. **Any Network:** Wi-Fi or mobile data. Default: Wi-Fi only.

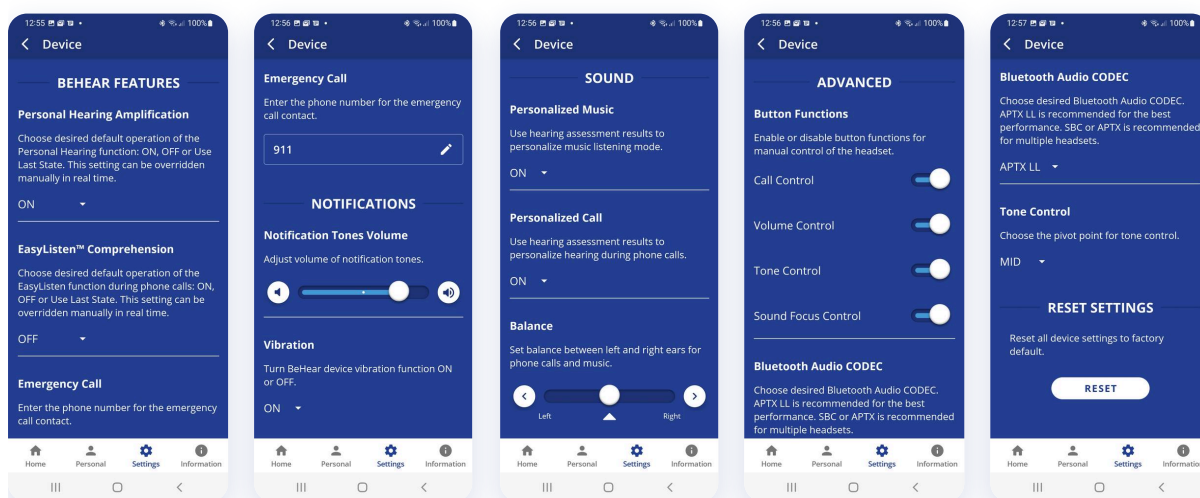
Notifications

Warnings about unsaved changes on the Personal Hearing screen. Default: Off.

Reset Settings

Tap **RESET** to restore the app defaults.

Device Settings



BEHEAR FEATURES

Personal Hearing Amplification

When amplification turns on after a call or audio playback: **On** (always), **Off** (never) or **Last State** (as it was before). You can always turn it off and on with the slider on the Home screen. Default: On.

EasyListen™ Comprehension

Whether EasyListen turns on when a mobile call starts: **On**, **Off** or **Last State** (as in the previous call). Default: Off.

Emergency Call

Tap  and type the emergency phone number, then tap **SAVE**. The number is dialed when you press and hold  on SMARTO.

NOTIFICATIONS

Notification Tones Volume

Drag left (softer) or right (louder).

Vibration

Vibration of SMARTO when it is turned on or off, when Bluetooth connects or disconnects, when it is placed on the charger and for incoming calls. Default: On.

SOUND

Personalized Music

Applies your hearing assessment results to music. Default: On.

Personalized Call

Applies your hearing assessment results to phone calls. Default: On.

Balance

Balance between left and right ears for calls and music. Touch the triangle to return to the middle. For personal hearing mode, use the Balance control in Advanced Sound Tuning.

ADVANCED

Button Functions

Turns the SMARTO buttons on or off by group: call control  , volume  , tone   and Sound Focus . Default: all on.

Bluetooth Audio CODEC

APTX LL (Low Latency) gives the best performance with minimal delay; **APTX** is similar with a slightly longer delay; **SBC** is supported by all devices but has a longer, variable delay. Changing the codec restarts SMARTO after you confirm. Default: APTX LL. If you hear distortion, choose APTX or SBC.

Tone Control

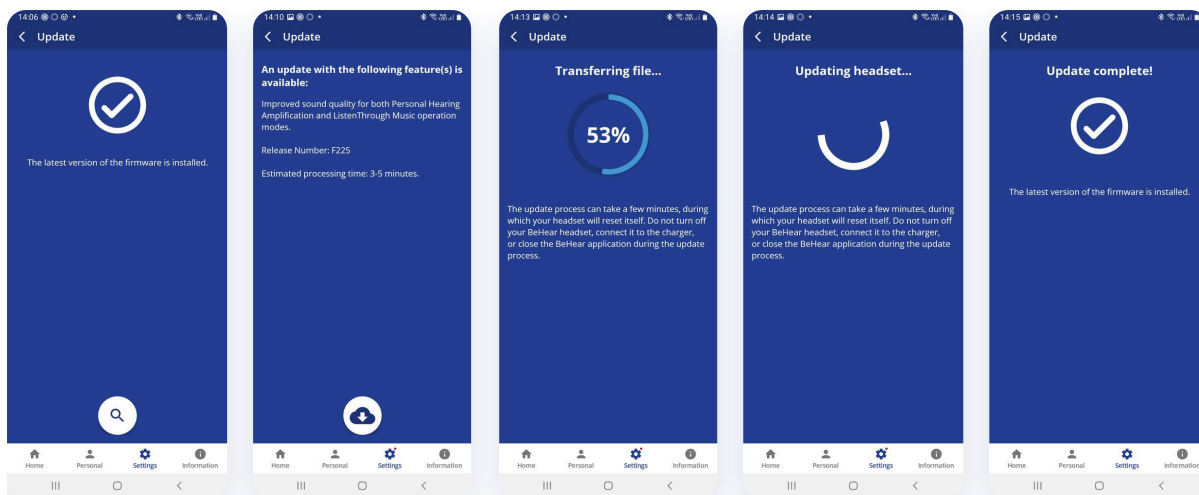
Sets the pivot point of the tone control: **LOW** (1 kHz, more treble options), **MID** (2 kHz) or **HIGH** (4 kHz, more bass options). Default: MID.

Reset Settings

Tap **RESET** to restore the device defaults.

Update

The app updates the firmware of the connected SMARTO, so you always have the latest features. To check manually, tap **Update** on the Settings screen. We recommend setting **Headset Update Check** to **Auto**: the app then shows  in the notification area when an update is available.



- Read about the new version, then tap the download icon to start. The update takes several minutes; SMARTO and the app cannot be used meanwhile. Normal operation resumes automatically.
- To postpone, tap **Later** or leave the screen. A warning icon  at the top of each screen reminds you. You can start the update at any time from **Settings > Update**.

IMPORTANT Do not turn off SMARTO, put it on the charger or close the app during the update.

● Information

Tap **Information** in the bottom menu for help about SMARTO and the app:

Introduction

Short screens about the main SMARTO functions, such as Personal Hearing Amplification and EasyListen™. Swipe to move between them.

Tutorials

Choose SMARTO to watch video tutorials on YouTube (internet connection required).

Version

Information about the app and the connected SMARTO.

Terms of Use

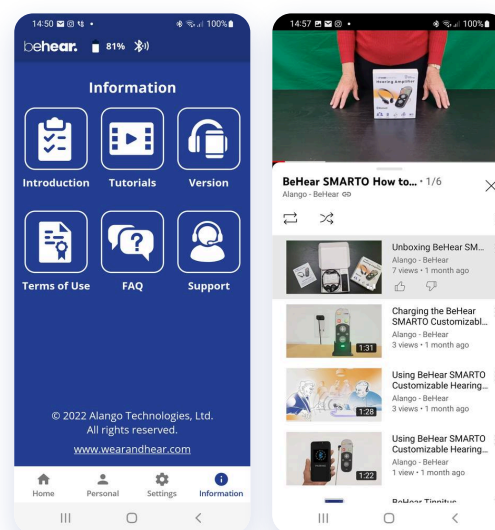
Legal terms of use for the app and SMARTO.

FAQ

Answers to frequent questions on the BeHear website.

Support

Contact information for technical support. Tap **SEND** to send device and app information to the support team; you will be asked for your e-mail and, optionally, phone number so that we can reply.



7 Troubleshooting

● General Issues

Problem	What to do
No sound	Make sure the headset is plugged in fully. Check the battery level (see Checking the Battery Status). Adjust the volume (see Volume Control). Check the ear buds for debris.
Ear buds are uncomfortable	Try different silicone ear buds (see Fitting the Ear Buds to Your Ears).
Phone calls or music do not play through SMARTO	Check the Bluetooth pairing (see Pairing with Bluetooth Devices).
Bluetooth connection keeps cutting out	Stay within 10 meters (30 feet) of the Bluetooth device.
Phone notifications interrupt the sound	Turn off key tones (alerts, notification sounds, keyboard taps) on the connected phone, or set it to vibrate or silent.
Sound is distorted when a Bluetooth device is connected	Choose APTX or SBC in Settings › Device › Bluetooth Audio CODEC .
Unexpected behavior	Restart SMARTO by placing it on the charger (see Resetting the Amplifier).

● Resetting the Amplifier

If SMARTO behaves unexpectedly, you can restart it, clear its Bluetooth connections or restore the factory settings.

Restart

Connect SMARTO to the charger. All settings and connections are kept.

Restart and clear Bluetooth connections

1. Turn SMARTO on.
2. Press and hold  and  and at the same time shift the Power switch  up and hold it for about 8 seconds, until the LED blinks purple twice.
3. SMARTO restarts and enters pairing mode automatically.

Restore factory settings

1. Turn SMARTO on.
2. Press and hold  and  and at the same time shift the Power switch  up and hold it for about 8 seconds, until the LED blinks red once.
3. SMARTO turns off. Turn it on again.

● Updating the Firmware

Make sure SMARTO has the latest firmware. To check, open **Settings • Update** in the BeHear app, and install the update if one is available (see [Update](#)).

● Need help?



Video tutorials
bit.ly/smarto-video



Support, FAQ and user guides
www.wearandhear.com

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BeHear SMARTO is a personal sound amplifier. It is not a hearing aid and is not intended to restore hearing.

● FCC Compliance Statement

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.

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.

FCC ID: 2AM3SABH-410

● EU Declaration of Conformity

We, Alango Technologies Ltd. of 2 Etgar St. Tirat Carmel, Israel declare under our sole responsibility that our product BeHear SMARTO type ABH-410 and in combination with our accessories, to which this declaration relates is in conformity with the provisions of the following directives:

- Radio Equipment Directive (RED) 2014/53/EU by appropriate standards: ETSI EN 300 328 V2.2.2 (2019-07), ETSI EN 301 489-1 V2.2.3 (2019-11), EN 301 489-17 V3.2.4 (2020-09), EN 50332-1:2013, EN 50332-2:2013, EN 62368-1:2014 + A11:2017, EN 62479:2010, EN 50663:2017
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU by appropriate standards: EN 55032:2015/A11:2020, EN IEC 61000-3-2:2019, EN 61000-3-3:2013/A1:2019, EN 55035:2017/A11:2020
- Restriction of Hazardous Substances (RoHS) Directives 2011/65/EU & (EU) 2015/863 by appropriate standards: IEC 62321-3-1:2013 / IEC 62321-5:2013, IEC 62321-4:2013 + A1:2017, IEC 62321-7-2:2017 / IEC 62321-6:2015, IEC 62321-7-1:2015 / IEC 62321-8:2017
- Reuse / Recycling / Recovery Targets under the Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU

Tirat Carmel, May 2022



Alexander Goldin, CEO

● European Union: Disposal Information



This symbol means that according to local laws and regulations this product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of this product and/or its battery at the time of disposal will help conserve natural resources and ensure it is recycled in a manner that protects human health and the environment.