

Quick start guide



Companion
by Audientes

General information

Companion by Audientes is an advanced hearable and Bluetooth headset in one.

Designed and engineered in Denmark, Companion by Audientes boosts your hearing when you most need it; in conversations, at social gatherings, on the phone, at work, driving, or even when you're relaxing at home watching TV or listening to music - at your volume.

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 SupportJP@audientes.com.

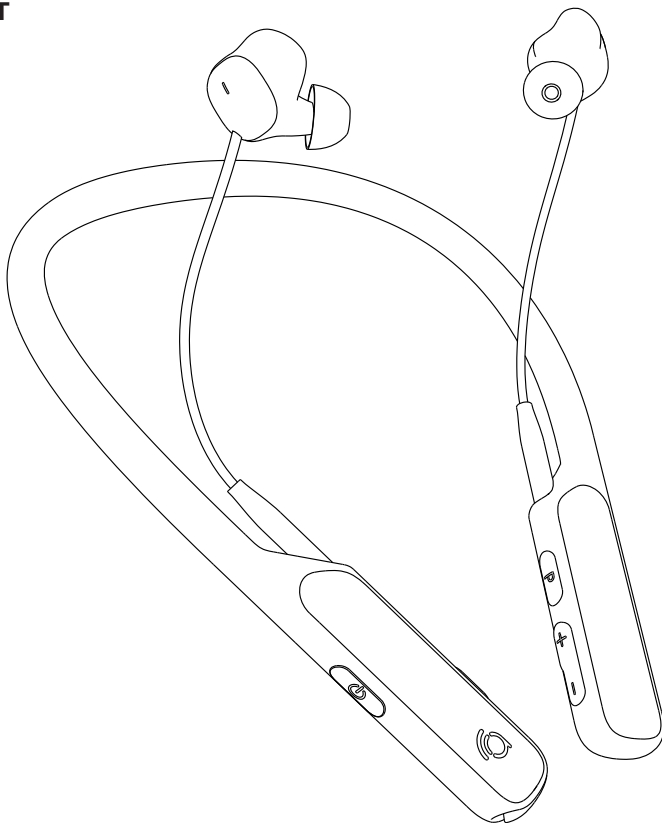
Contact Audientes

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2830 Virum
Denmark

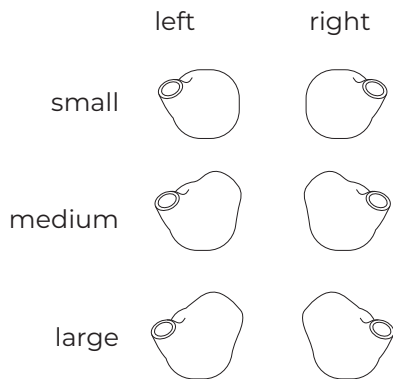
Audientes Japan
Eclat Shibuya 5F
3-6-2 Shibuya
Shibuya-ku, 150-0002 Tokyo, Japan
Phone: 0800-600-0728

What's in the box

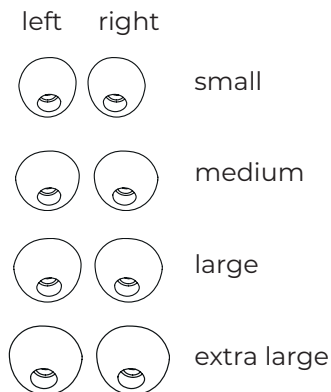
HEADSET



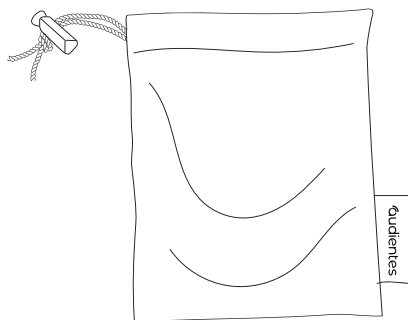
EARSLEEVES



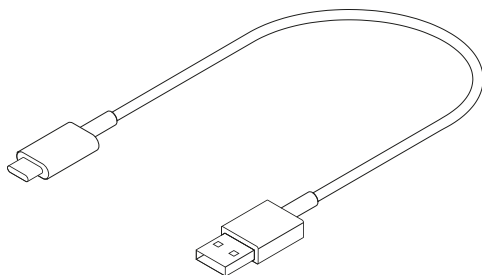
EARTIPS



TRAVEL POUCH



USB CHARGING CABLE



How to set up Companion

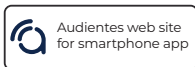
DOWNLOAD THE AUDIENTES APP

To utilize the full feature-set of Companion, you should download the Audientes app. You should update Companion via the app at least once a month. To update 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 audio modes.

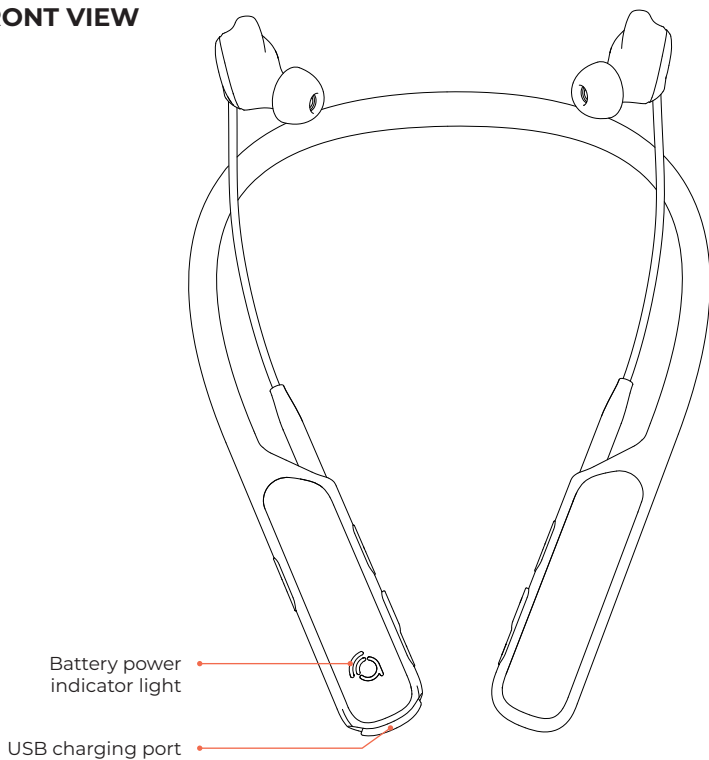
To get the app, scan the QR code below (using your smartphone camera), or download it from the Google Play or App Store and then search for "Audientes."



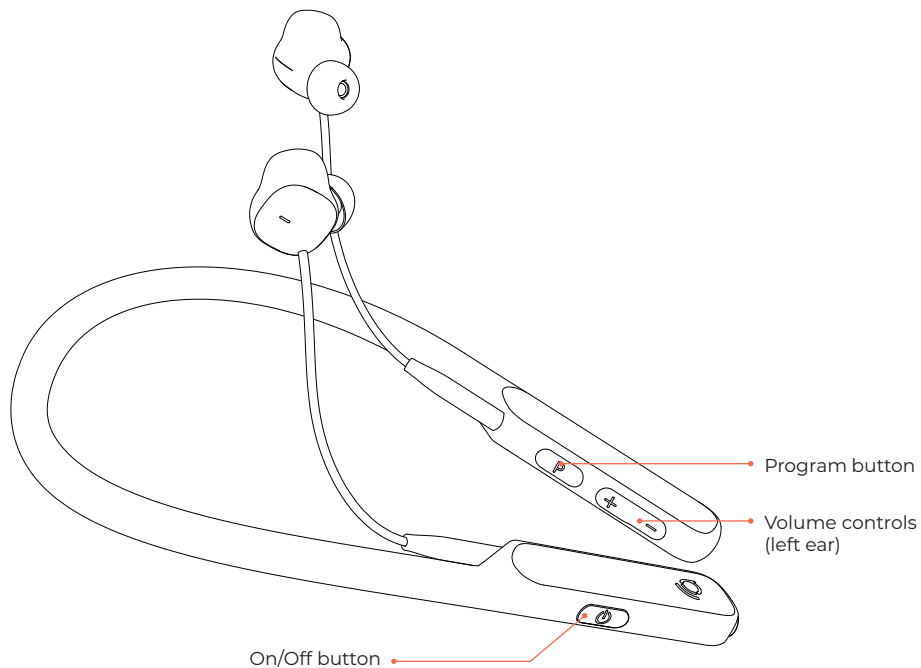
Getting to know Companion

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

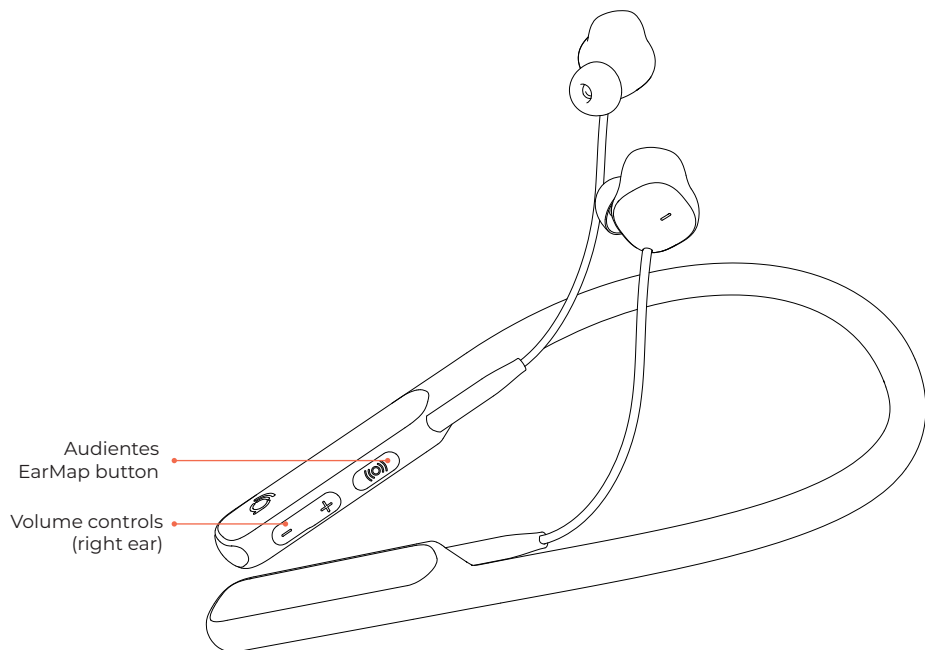
FRONT VIEW



RIGHT SIDE VIEW



LEFT SIDE VIEW



How to set up Companion


FINDING THE RIGHT EARTIPS & EARSLEEVES

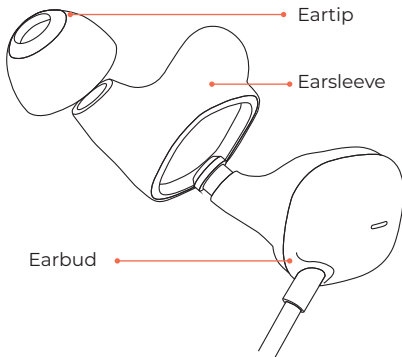
Your Companion comes with four eartip sizes: small, medium, large and extra large, as well as three earsleeve sizes: small, medium and large.

Right now, your 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 COMPANION

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

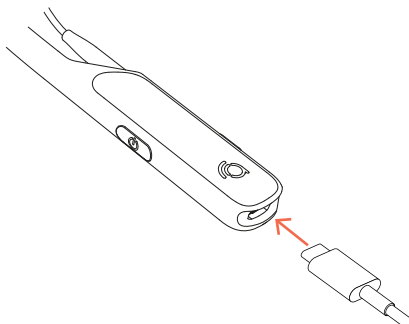


Setting up Companion

CHARGING THE HEADSET

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

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

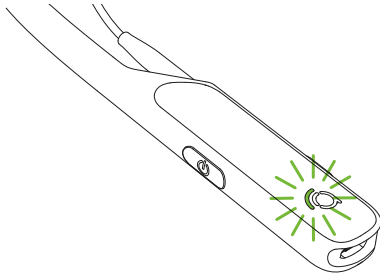


- 2 Plug the larger end of the USB charging cable into a standard smartphone charger (not included). Specifications: min. 5W/5V/1A.

How to set up Companion

CHARGING THE HEADSET (CONTINUED)

- 3 Plug the smartphone charger (not included) into an electrical outlet.
- 4 When charging, Companion's indicator light is solid yellow. When Companion is fully charged, its indicator light will turn green. If Companion has not charged correctly, due to high temperatures, for example, the indicator light is solid pink.



How to set up Companion

HOW TO PAIR COMPANION WITH A SMART DEVICE.

Once you turn on the Companion and open the Audientes app, you will need to wait approximately 30 to 60 seconds. After this, a Bluetooth pairing request will appear. Just press "pair" and you're good to go!

If the Bluetooth pairing request does not appear after 60 seconds, try the following:

To pair 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. Then find the Bluetooth settings on the smartphone, smart TV or other Bluetooth device and search for and pair with Companion.

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.

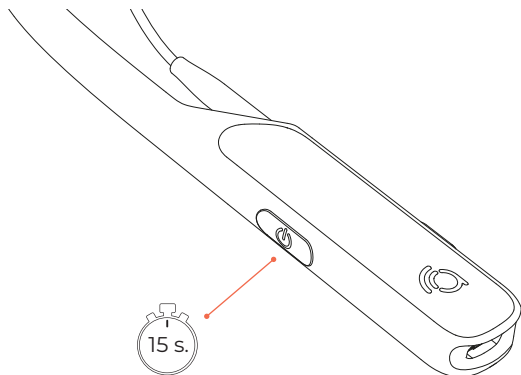
If the device has previously been paired to smart device, go into the smart device's Bluetooth settings, and forget/ remove/unpair the paired device from the Bluetooth settings.

To reset Bluetooth, press the P-key for 8 seconds. This will delete any previous Bluetooth pairings and start a new pairing.

How to change language in Companion

Press  and P for 15 seconds to change the language to the next one.

The Companion will cycle through the different languages in the product.



How to set up Companion

CREATE YOUR EARMAP

When you first start to use 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.

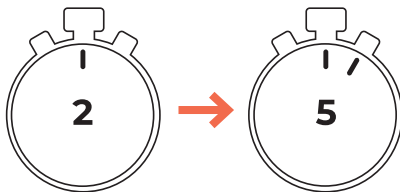
We recommend you use the Audientes app for installation. It's easy and fast. The app guides you step by step through the process and makes it all simpler.

A - Using the Audientes app

Once you have downloaded the Audientes app (see page 5 for more information), open the app on your smartphone. Follow the on-screen instructions to first connect to Companion and then to create your Audientes EarMap.

B - Using Companion

Follow the instructions provided in the next section of this guide (see page 15). The Audientes EarMap usually takes less than 5 minutes to complete.

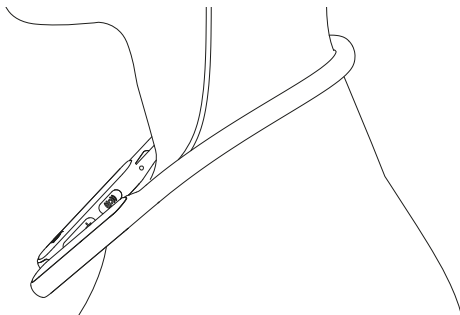


How to set up Companion

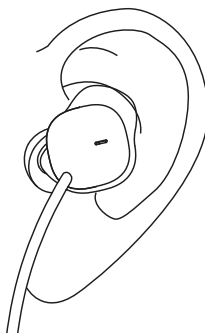
If you have chosen to set up your Earmap via the app, you can just skip this section

COMPLETE YOUR AUDIENTES EARMAP (CONTINUED)

1



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



How to set up Companion

COMPLETE YOUR AUDIENTES EARMAP (CONTINUED)

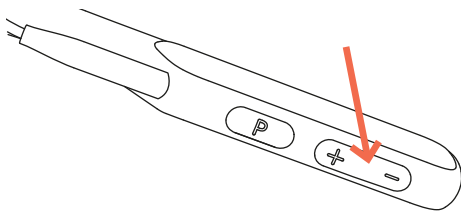
- 1** Make sure you are sitting in a quite place where you will not be interrupted. Press and hold the **((O))** button for at least one second.
- 2** A prompt will initiate the Audientes EarMap. When the mapping begins, you will hear different tones in your left and right ears. Each time you hear a tone, quickly press any button on the headset.
- 3** The Audientes EarMap is finished when you have completed the mapping in both ears. A voice prompt will play to let you know when you have successfully completed the mapping.

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

Using Companion

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

- 1 Adjusting the volume.** Use the volume buttons to adjust sound levels for each ear.




- 2 Choosing an audio mode.** 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 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 and P key for 15 seconds to master reset Companion (this will also delete any Audientes EarMap made).

Using Companion

- 4 Charging Companion.** The magenta indicator light (see page 9) will flash when you need to charge 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

Press the "power" button shortly and if it shows:	You have:
Green	Battery is "good"
Yellow	A few hours left
Pink	A few minutes left
Pink flashing	Charge battery asap
The light will be:	
Light Green	While charging
White	While streaming, taking hearing test, during a phone call

Using Companion

5 Programs. Your Companion includes four listening programs for your comfort. They are as follows:

- **Music** – this program is best suited for when listening to music, the radio, or the TV, or if you are at a live concert. It is not for use when streaming music. For music streaming, you do not need to select a program. Your Companion will automatically go into streaming mode.
- **Relax** – this program is best suited for when relaxing in a quiet place as it removes background noise and loud sounds.
- **Street** – is best suited for noisy surroundings as it removes background noise and loud sounds.
- **Normal** – is for normal daily use when you are at home or at work, for example.

www.audientes.co.jp