Visit Smart hub
Keeps tabs on your home

Bellman & Symfon®
DESIGN FOR EARS
The Visit Smart hub is a wireless communications hub that connects your home to your hearing aids. It will help you to hear when the doorbell or phone rings, when someone enters a room or if the smoke alarm goes off.

Compatible streamers and hearing aids
The Smart hub requires separate sensors and works with easyTek™ and miniTek™ streamers and specific wireless Siemens hearing instruments. Your Hearing Care Professional will advise you on the compatible models.

Optimizing the Smart hub location
To ensure maximum Bluetooth coverage, install the Smart hub centrally in the premises, ideally in the room where you spend most of your time (see page 9).

Welcome home signal
When you get home, the Smart hub will automatically reconnect your hearing aids to the sensors in your house. Within minutes from arrival you will hear a 'welcome home' signal that tells you that the system is up and running.
Setting up the Smart hub

1. Pull the battery tab to start the unit. Remove the protective film from the Velcro and paste the Smart hub on the wall.
2. Plug the power supply into the mains outlet.
3. Press and hold the top left button until the top led starts to blink in blue.

Pairing with easyTek™

- Press and simultaneously on easyTek until easyTek’s blue LED (A) starts to flash. The LED will then stay lit for 5 seconds during the pairing procedure. When pairing is completed the LED will turn off.

If no steady light appears, ensure that easyTek is within range from the Smart hub and try pairing the units again, see the easyTek user guide.
Pairing with miniTek™

1. Press and hold the button on your miniTek for 5 s to initiate pairing. All buttons will then light up for 3 s to show that it’s in pairing mode.
2. While searching for a Bluetooth device, the button will start to blink. When pairing is completed, the button will light up for 3 s.

If it doesn’t light up, ensure that miniTek is within range from the Smart hub and try pairing the units again, see the miniTek user guide.

Testing the connection

1. Press the two buttons on the left side of the Smart hub simultaneously to test the Bluetooth connection.
2. Your hearing aids will temporarily mute the sound, and you will hear a door chime directly in your ears.

If you don’t hear it, see Troubleshooting on page 7.
Troubleshooting

If | Try this
---|---
I hear no door chime sound in my hearing aids when I press the Smart hub test buttons | ✓ Check that the Smart hub is connected to mains power, see Setting up the Smart hub on page 3.
Or | ✓ Check that the streamer is within range and paired with the Smart hub, see Pairing on page 4–5.
I hear no greeting signal when I arrive at home | ✓ Check that your hearing aids are paired with easyTek or miniTek see Pairing Bluetooth devices in the separate user guides.
✓ Check that the hearing aids are switched on, the batteries are fresh and that the volume setting is correct, see the hearing aid user guide.

The Visit sensors

The Visit Smart hub supports a wide variety of Visit sensors that will help you hear the signals in your home. The sensors are paired to your Smart hub from factory and takes only minutes to install. Just add any Visit sensor and you’ll be receiving alerts in moments.

The principle

When a sensor is triggered, the Smart hub generates a sounding alert that is streamed to your ears.
Setting up sensors

- Telephone sensor 11
- Door sensor 15
- Room / Baby sensor 19
- Personal alarm 23
- Smoke alarm 27
Set up the Telephone sensor

1. Remove the battery pull tab to start the Telephone sensor. Remove the protective film from the Velcro.
2. Paste the sensor on the wall.
3. Connect the cables as shown below.

Stay in touch with family & friends.
Test the connection

1. Ask a friend to call your landline telephone or use your mobile to call it.
2. When the telephone rings, your hearing aids will temporarily mute the sound, and you will hear a ring signal directly in your ears. If you don’t hear it, see Tips & tricks on the following page.

Tips & tricks

<table>
<thead>
<tr>
<th>If</th>
<th>Try this</th>
</tr>
</thead>
<tbody>
<tr>
<td>I hear no ring signal in my hearing aids when the landline telephone rings.</td>
<td>▪ Move closer to the Smart hub to make sure you are within its operating range.</td>
</tr>
<tr>
<td></td>
<td>▪ Press both test buttons on the Telephone sensor simultaneously. If you don’t hear a ring signal in your ears, check the sensor’s batteries and make sure it’s connected properly, see Set up the Telephone sensor on page 12.</td>
</tr>
<tr>
<td></td>
<td>▪ Press both test buttons once again. If you still don’t hear a ring signal in your ears, follow the Checklist on page 7 to test that the system is up and running and that your streamer and hearing aids are functioning properly.</td>
</tr>
<tr>
<td>I hear ring signals in my hearing aids for no obvious reason</td>
<td>▪ There is probably a nearby Visit system that triggers your system. Change the radio key on all units, see Changing the radio key in the Smart hub user guide.</td>
</tr>
</tbody>
</table>
Set up the Door sensor

1. Remove the battery pull tab to start the Door sensor. Remove the protective film from the Velcro.

2. Paste the sensor to the left of the door chime, as close as possible.

Know when the guests arrive.
Test the connection

1 Ring the doorbell.
2 Your hearing aids will temporarily mute the sound, and you will hear a door chime directly in your ears.
   If you don’t hear it, see Tips & tricks on the following page.

Tips & tricks

<table>
<thead>
<tr>
<th>If</th>
<th>Try this</th>
</tr>
</thead>
<tbody>
<tr>
<td>I hear no door chime in my hearing aids when the doorbell rings</td>
<td>▪ Move closer to the Smart hub to make sure you are within its operating range.</td>
</tr>
<tr>
<td></td>
<td>▪ Press both test buttons on the Door sensor simultaneously. If you don’t hear a door chime in your ears, check the sensor’s batteries and make sure it’s installed properly, see Set up the Door sensor on page 16.</td>
</tr>
<tr>
<td></td>
<td>▪ Press both test buttons once again. If you still don’t hear a door chime in your ears, follow the Checklist on page 7.</td>
</tr>
<tr>
<td></td>
<td>▪ Program the Door sensor to recognize your door chime, see Programming in the Door sensor user guide.</td>
</tr>
<tr>
<td>I hear door chimes in my hearing aids for no obvious reason</td>
<td>▪ There are too many competing sound sources around the Door sensor. Switch them off or turn them down.</td>
</tr>
<tr>
<td></td>
<td>▪ If you still hear it, there is probably a nearby Visit system that triggers your system. Change the radio key on all units, see Changing the radio key in the Smart hub user guide.</td>
</tr>
</tbody>
</table>
Be close to your little one.

Set up the Room/Baby sensor

1. Remove the battery pull tab to start the sensor.
2. Place it on a table or hang it on the wall. The recommended distance is 16–66 ft, 0.5–2 m from the sound source. Always place it out of reach from small children.
Test the connection

1. Stand by the sensor and make some noise.
2. Your hearing aids will temporarily mute the sound, and you will hear an alarm signal directly in your ears.

If you don’t hear it, see Tips & tricks on the following page.

Tips & tricks

<table>
<thead>
<tr>
<th>If</th>
<th>Try this</th>
</tr>
</thead>
</table>
| I hear no alarm signal in my hearing aids when I make some noise | □ Move closer to the Smart hub to make sure you are within its operating range.  
□ Press both test buttons on the sensor simultaneously. If you don’t hear an alarm signal in your ears, check the baby monitor’s batteries and make sure it’s properly installed see Set up the Room/Baby sensor on page 20.  
□ Press both test buttons once again. If you still don’t hear the alarm signal, follow the Checklist on page 7 to test that the system is up and running and that your streamer and hearing aids are functioning properly. |
| The sensor is triggered too easily or not at all | □ Adjust the microphone sensitivity by pressing the top left button, see the inside of the sensor’s cover for details. |
| The sensor is triggered too fast or too slow  | □ Adjust the delay by pressing the lower left button, see the inside of the sensor’s cover for details. |
Visit personal alarm
How to use it

1. Attach the lanyard to the alarm unit.
2. Hang it around your neck and adjust the lanyard to your liking.
Testing the connection

1 Press the alarm button.
2 Your hearing aids will temporarily mute the sound, and you will hear an alarm signal directly in your ears.

If you don’t hear it, see Tips & tricks on the following page.

Tips & tricks

<table>
<thead>
<tr>
<th>If</th>
<th>Try this</th>
</tr>
</thead>
</table>
| I hear no alarm in my hearing aids when I press the alarm button | - Move closer to the Smart hub to make sure you are within its operating range.  
- Check that the green LED on the personal alarm lights up when you press the button. If no light appears, open the front cover and change the battery. Only use a PX28 Alkaline or Lithium type battery.  
- Press the alarm button once again. If you still don’t hear an alarm in your ears, follow the Checklist on page 7 to test that the system is up and running and that your streamer and hearing aids are functioning properly. |
| I hear alarms in my hearing aids for no obvious reason | - There is probably a nearby Visit system that triggers your system. Change the radio key on all units, see Changing the radio key in the Smart hub user guide. |
Set up the Smoke alarm

1. Connect the battery to the battery snaps to start the unit.
2. Fix the baseplate to the ceiling using a screwdriver. Mount at least 12” (30 cm) from walls and other obstructions.
3. Attach the smoke alarm to the baseplate by turning it clockwise.

Protect your home and family.
Test the connection

1. Press and hold the test button until the alarm goes off.
2. Your hearing aids will temporarily mute the sound, and you will hear a fire alarm directly in your ears. The signals will time out in ~40 s.

If you don’t hear it, see Tips & tricks on the following page.

Tips & tricks

<table>
<thead>
<tr>
<th>If</th>
<th>Try this</th>
</tr>
</thead>
</table>
| The alarm fails to sound when I press the test button | • Check the age of the unit, see the “Replace by” label on the side of the unit.  
• Check that the battery snaps are firmly connected on the battery. |
| I hear no alarm in my hearing aids when I press the test button | • Check the smoke alarm’s battery and make sure it is installed properly, see Set up the Smoke alarm on page 28.  
• Press the test button once again. If you still don’t hear a fire alarm in your ears, follow the Checklist on page 7 to test that the system is up and running and that your streamer and hearing aids are functioning properly. |
| I hear fire alarms in my hearing aids for no obvious reason | • There are many factors that can cause nuisance alarms like for instance steam or that a nearby Visit system triggers your system, see Troubleshooting in the Visit Smoke alarm user guide. |
DESIGN FOR EARS™