

# GUIDE FOR WIRELESS CONNECTIVITY

SoundGate 3  
SoundGate Mic  
TV Adapter 2  
Phone Adapter 2  
RC-N Remote Control



# Purpose

In this guide, you will find detailed instructions for SoundGate 3 operation with a Bluetooth®-enabled mobile telephone, SoundGate Mic, and accessories for television and landline telephone use. You will also find instructions for how to set up the demo version of the RC-N remote control.

## Equipment Required for SoundGate 3 Operation

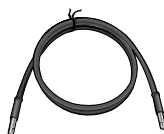
Before you begin, ensure the SoundGate 3 is completely charged and the following components are readily available for use:



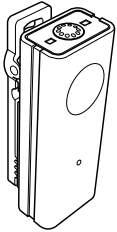
- One, or a pair of **hearing aids** that offer wireless connectivity with SoundGate 3



- One completely charged **SoundGate 3** and the accessories delivered within its original packaging
  - Neck strap antenna
  - Wall outlet charging unit or USB charger cable
  - Charger cradle



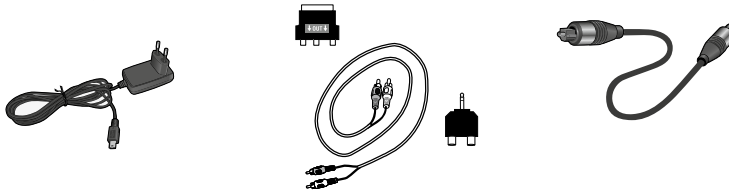
- One Bluetooth®-enabled **mobile phone**, one **iPhone®**, or one **Android™ smartphone**. An iPhone or Android smartphone is required for using the SoundGate App. Please refer to page 8 for further information on the app.



- One **SoundGate Mic** and the following accessory delivered within its original packaging
  - Power adapter



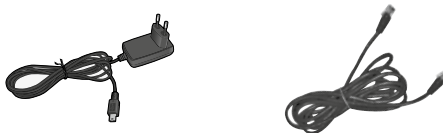
- One **TV Adapter 2** and the following accessories delivered within its original packaging
  - Power adapter
  - SCART adapter
  - RCA stereo cable
  - TOSLINK cable
  - Mini jack adapter



- One **television or audio/video source**, e.g., PC or laptop computer



- One **Phone Adapter 2** and the following accessories delivered within its original packaging
  - Power adapter
  - Standard analog phone cable



- One **landline telephone** with an active telephone network connection



# Equipment Required for RC-N Operation

Before you begin, ensure the RC-N remote control has two (2) AAAA batteries inserted and the following components are readily available for use:



- One, or a pair of **hearing aids** that offer wireless connectivity



- One **RC-N remote control**

# Preparing the SoundGate 3 and Hearing Aids

With the hearing aids connected to the Oasis fitting software, choose **Options** and select **Start Pairing** in the area of the screen designated for SoundGate 3 / Remote control.

Ensure the SoundGate 3 is fully charged and powered ON. Then follow the fitting software instructions to complete the pairing between the SoundGate 3 and the connected hearing aids.

1. Press the Volume Up key on the SoundGate 3 while holding it approximately 30 – 50 cm (1–1½ feet) from the hearing aids
2. To confirm the link between SoundGate 3 and the connected hearing aids, repeat this step by pressing the Volume Up key

The Oasis fitting software will confirm the successful pairing.

Before disconnecting the hearing aids, be sure to save the fitting session in Oasis by clicking **Save and Quit**.

# Using SoundGate 3 with a Mobile Telephone

## Pairing the SoundGate 3 and Mobile Telephone

A secure connection between the SoundGate 3 and mobile telephone must be established prior to Bluetooth® streaming. Ensure the SoundGate 3 and mobile telephone are positioned within one meter (3 feet) of each other, and follow the steps below to pair the devices.

### 1. Prepare the mobile telephone for Bluetooth® pairing

As this process may vary from one mobile telephone to the next, refer to the instruction manual for the mobile telephone when available. If the manual is not readily available, Bluetooth® settings can typically be found under the mobile telephone's "Settings" menu.

Here is an example, using an iPhone 5 mobile telephone:

- Press the "Settings" icon on the home screen
- Press "Bluetooth®"
- If Bluetooth® function is turned OFF, swipe your finger across the touch screen from left to right to turn the function ON

The mobile telephone is now prepared to search for other active Bluetooth® devices within range.

### 2. Prepare the SoundGate 3 for Bluetooth® pairing

- Press and hold the SoundGate 3 Power key for 5-6 seconds
- The LED indication will begin flashing rapidly blue. This indicates that the SoundGate 3 is in pairing mode. Pairing mode will be active for two minutes.

### 3. Activate pairing

- Once both devices are in active pairing mode, the Bluetooth® mobile telephone will locate the SoundGate 3, and the name "SoundGate 3" will appear in the mobile phone display
- Select "SoundGate 3"
- When prompted to enter a pin code by the mobile telephone, enter "0000" (four zeros) and press "OK". The phone will now complete pairing and connect the two devices.

# Using SoundGate 3 with a Mobile Telephone

For optimal use with a mobile telephone, ensure the SoundGate 3 is worn with the neck strap antenna and that the hearing aids are powered ON.

## **Make a Phone Call**

1. Dial a phone number from the connected mobile telephone
2. The Phone key on the SoundGate 3 will illuminate green and the normal ringing signal will become audible to the wearer
3. When the other party answers the phone call, the conversation can begin
4. To end the phone call at any time, press the SoundGate 3 Phone key. The Phone key will no longer illuminate and the previous listening program will resume.

## **Answer a Phone Call**

1. When the paired mobile telephone rings, the SoundGate 3 Phone key will flash green and a ring tone will become audible to the hearing aid wearer. Press the SoundGate 3 Phone key to accept the incoming call.
2. The SoundGate 3 Phone key will now illuminate steady green
3. Begin speaking toward the SoundGate 3 microphone to initiate the conversation
4. To end the phone call at any time, press the SoundGate 3 Phone key. The Phone key will no longer illuminate and the previous listening program will resume.

**For additional information on mobile telephone streaming, please refer to SoundGate 3 Instructions for Use.**

# Using the SoundGate App

A secure connection between the SoundGate 3 and mobile telephone must be established prior to Bluetooth® streaming (see page 6).

If an iPhone or Android smartphone is used, the hearing aid volume, program, and more can be controlled via the SoundGate App<sup>1)</sup>. The app can be downloaded for free from the App Store and Google Play™. Search for “Bernafon SoundGate”.

<sup>1)</sup> SoundGate App for iPhone runs on iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPhone 4s, and iPhone 4, and requires Bernafon wireless hearing aids and SoundGate3 with firmware 3.0 or later. SoundGate App for Android smartphones requires Bernafon wireless hearing aids and SoundGate 3 with firmware 3.1 or later.



**i** A demo version is available with the SoundGate App. SoundGate 3 and the mobile telephone must not be paired in this demo mode.



“Made for iPhone” means that an electronic accessory has been designed to connect specifically to iPhone, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone may affect wireless performance.

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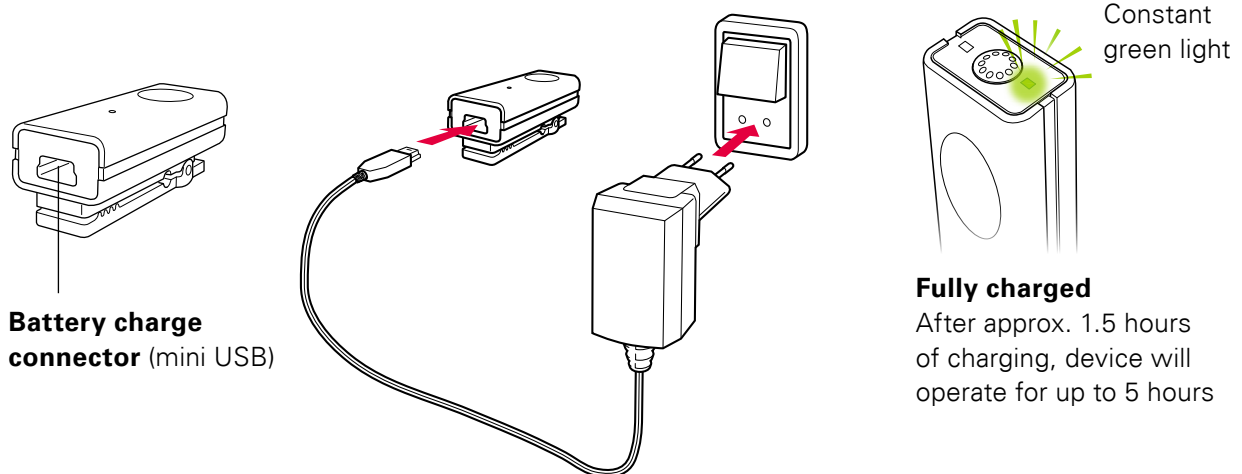


# Using SoundGate 3 with the SoundGate Mic

A secure connection between the SoundGate 3 and SoundGate Mic must be established. Follow the instructions below to prepare the devices for use.

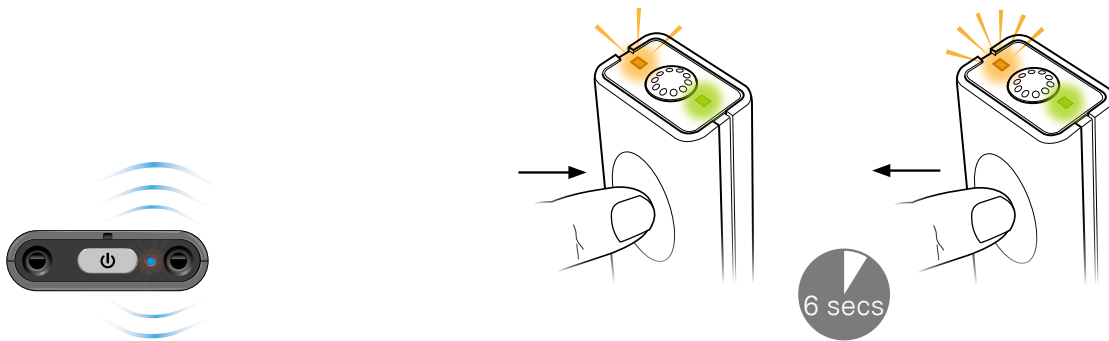
## Setting Up the SoundGate Mic

Ensure the SoundGate Mic is fully charged. To charge the microphone, connect the power adapter to the mini USB connector at the bottom of the microphone. The power indicator will be illuminated green when SoundGate Mic is fully charged.



## Pairing the SoundGate 3 and SoundGate Mic

Ensure the SoundGate Mic is fully charged, and the SoundGate 3 battery is charged and powered ON. The power indicator on the SoundGate Mic and the status indicator on the SoundGate 3 should be illuminated green.



1. Press and hold the SoundGate 3 Power key for 5 – 6 seconds until the status indicator starts flashing blue rapidly.

2. Press and hold the SoundGate Mic ON/OFF button for 5 – 6 seconds until the LED indicator starts flashing orange rapidly.

The pairing is completed when the SoundGate Mic LED indicator and the SoundGate 3 AUX input key turn stable orange.

## Using SoundGate 3 with the SoundGate Mic

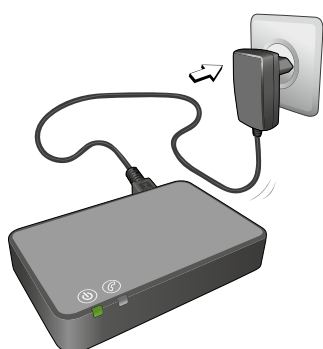
For optimal use with the SoundGate Mic, ensure the SoundGate 3 is worn with the neck strap antenna and that the hearing aids are powered ON. The SoundGate Mic should be in direct line with the speaker's mouth within a distance of 10 – 20 cm (4 – 8 inches). Streaming distance between the SoundGate Mic and SoundGate 3 is up to 15 m (49 feet).

1. Ensure SoundGate 3 is turned on by giving a 1 – 2 second press of the Power key. The SoundGate 3 LED indicator will illuminate green.
2. Turn on the SoundGate Mic by giving a short press of the ON/OFF key. The power indicator will illuminate green and the LED indicator will blink orange until it locates the paired SoundGate 3. The LED indicator will then illuminate stable orange.
3. Double press the AUX input key (2x) on the SoundGate 3 to begin streaming sound from the microphone
4. To end streaming sound from the microphone, give one short press of the AUX input key on the SoundGate 3

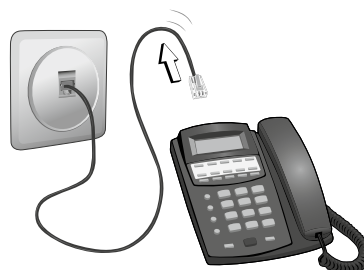
# Using SoundGate 3 with the Phone Adapter 2

A secure connection between the SoundGate 3 and Phone Adapter 2 must be established. Follow the instructions below to prepare the devices for use.

## Setting Up the Phone Adapter 2



1. Ensure the Phone Adapter 2 is connected to a power outlet using the micro USB charging unit included in the Phone Adapter 2 packaging. The status indicator will be illuminated green when the power source is connected.



2. Remove the telephone cable from an active landline telephone



3. Insert the telephone cable removed from the landline phone into the "IN" connector of the Phone Adapter 2



4. Insert one end of the telephone cable included in the Phone Adapter 2 packaging, into the "OUT" connector of the Phone Adapter 2
5. Insert the opposite end of the telephone cable included in the Phone Adapter 2 packaging into the landline telephone (or base station)

Lift the handset from your landline phone. You should now be able to hear the dial tone from the handset speaker.

## Pairing the SoundGate 3 with the Phone Adapter 2

Ensure the Phone Adapter 2 is connected to a power outlet, and the SoundGate 3 battery is charged and powered ON. The status indicator on the Phone Adapter 2 and the SoundGate 3 should be illuminated green.



1. Press and hold the SoundGate 3 Power key for 5 – 6 seconds until the status indicator starts flashing blue rapidly



2. Place the SoundGate 3 on top of the Phone Adapter 2 – the pairing can take up to 60 seconds. The pairing is completed when Phone Adapter 2 power indicator turns stable blue.

## Using SoundGate 3 with the Phone Adapter 2

For optimal use with the Phone Adapter 2, ensure the SoundGate 3 is worn with the neck strap antenna and that the hearing aids are powered ON.

### **Make a Phone Call**

1. Press the SoundGate 3 Phone key. The user will hear a dial tone in the hearing aids and the green light will illuminate in the SoundGate 3 Phone key. The Phone indicator on the Phone Adapter 2 will also illuminate green when streaming a call.
2. Pick up the handset from your landline phone and dial a phone number. Then return the handset to the landline phone cradle. The user will now hear the call tone.
3. When the other party answers the phone call, the conversation can begin
4. To end the phone call at any time, press the SoundGate 3 Phone key. The Phone key on the SoundGate 3 and Phone indicator on the Phone Adapter 2 will no longer illuminate and the previous listening program will resume in the hearing aids.

### **Answer a Phone Call**

1. When the paired landline telephone rings, press the SoundGate 3 Phone key to accept the phone call. The SoundGate 3 Phone key and the Phone Adapter 2 Phone indication will illuminate green.
2. The call is now directed into the hearing aids and the phone conversation can begin
3. To end the phone call at any time, press the SoundGate 3 Phone key. The Phone key will no longer illuminate and the previous listening program will resume.

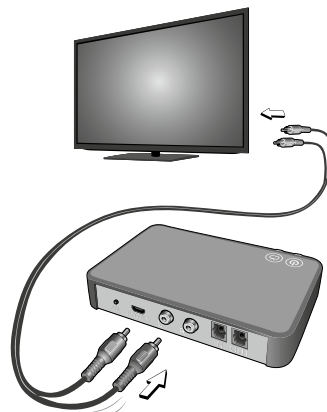
# Using SoundGate 3 with the TV Adapter 2

A secure connection between the SoundGate 3 and TV Adapter 2 must be established. Follow the instructions below to prepare the devices for use.

## Setting Up the TV Adapter 2

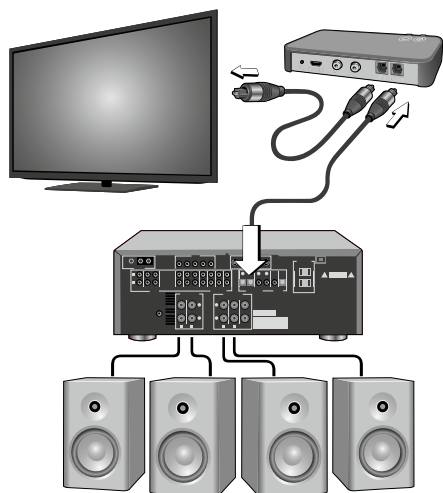


1. Connect the TV Adapter 2 to a power outlet using the micro USB charging unit included within the TV Adapter 2 packaging. The status indicator will be illuminated green when the power source is connected.



2. Included within the TV Adapter 2 packaging is an RCA audio cable. Both ends of this cable have a red and white connector. Connect one end of this cable to the "L" (white connector) and "R" (red connector) ports on back of the TV Adapter 2.
3. Connect the red and white connectors to the "AUDIO OUT" terminals on the TV (often marked "L" and "R" and found on the back of the TV)

**Optional** – A separate TOSLINK digital cable is included within the TV Adapter 2 packaging for use with home theater and surround sound systems. This cable can be used in place of the RCA cable only when you are using a TV and digital sound system which support TOSLINK cable inputs.



1. Connect the included TOSLINK cable from the TV output (often marked "Optical" and found on the back of the TV) to the terminal marked "IN" on the back of the TV Adapter 2
2. Then, connect a separate TOSLINK cable from the terminal marked "OUT" on the back of the TV Adapter 2, to the appropriate input terminal of the home theater or surround sound system (often marked "Optical")



## Pairing the SoundGate 3 with the TV Adapter 2

Ensure the TV Adapter 2 is connected to a power outlet, and the SoundGate 3 battery is charged and powered ON. The status indicator on the TV Adapter 2 and the SoundGate 3 should be illuminated green.



1. Press and hold the SoundGate 3 Power key for 5 – 6 seconds until the status indicator starts flashing blue rapidly



2. Place the SoundGate 3 on top of the TV Adapter 2 – the pairing can take up to 60 seconds. The pairing is completed when the TV Adapter 2 power indicator turns blue and then stable orange.

## Using SoundGate 3 with the TV Adapter 2

Ensure the hearing aids, SoundGate 3, and TV Adapter 2 are all powered ON. Your SoundGate 3 battery should be fully charged for demonstration. A steady green status indicator light will illuminate if you have sufficient battery power.



1. Turn on the TV or begin playing a DVD through the TV which has been paired with the TV Adapter 2
2. Press the TV key on the SoundGate 3. The TV Adapter 2 TV indicator will be illuminated steady green, and the SoundGate 3 TV key will illuminate steady orange when streaming is active.

### SelectMe

With SoundGate 3, you can use multiple TV Adapter 2 devices (e.g., one in the living room and one in the bedroom).

### To Switch Between Multiple TV Adapter 2 Devices

1. Make sure you are not connected to any TV Adapter 2, i.e., the SoundGate 3 should be turned on, but not active
2. Briefly press the SelectMe button on the back of the TV Adapter 2 you wish to hear the sound from
3. The TV Adapter 2 is automatically connected. You will hear a confirmation beep in your hearing aids by the sound from the connected TV.



**SoundGate 3 may also be used with previous versions of the TV Adapter and Phone Adapter.**



**The TV Adapter 2 and Phone Adapter 2 may also be used with previous SoundGate versions.**

# Preparing the RC-N Remote Control and Hearing Aids

With the hearing aid(s) connected to the Oasis fitting software, choose **Options** and select **Start Pairing** in the area of the screen designated for SoundGate / Remote control.

Ensure the RC-N remote control is fully charged and powered ON. Then follow the fitting software instructions to complete the pairing between the RC-N and the connected hearing aids.

1. Press the volume control up key on the RC-N while holding it approximately 30 – 50 cm (1 – 1½ feet) from the hearing aids
2. To confirm the link between RC-N and the connected hearing aids, repeat this step by pressing the volume control up key

The Oasis fitting software will confirm the successful pairing.

Before disconnecting the hearing aids, be sure to save the fitting session in Oasis by clicking **Save and Quit**.

## Using the RC-N Demo Mode

RC-N Demo Mode enables you to give an interactive demonstration to your clients without first having to pair the RC-N to the hearing aids.

1. Press all 3 buttons on the RC-N simultaneously for 5 seconds. A status light flashes 3 times per 5 seconds to indicate that the Demo Mode is active.
2. To exit Demo Mode, press all 3 buttons again. The RC-N will switch back automatically to normal mode after 20 minutes.

Since 1946, we have been passionate about developing quality hearing systems that enable people with hearing difficulties to enjoy authentic listening experiences. With Swiss Engineering, precision technology, and our commitment to individual service, we strive to exceed our customers' expectations. Our aim is to provide extra value to our partners every day. Bernafon representatives and employees in over 70 countries fulfill our vision to help people with impaired hearing communicate again without limitations.

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