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 Bellman & Symfon®  
DESIGN FOR EARS



BE1310 Visit Smart hub



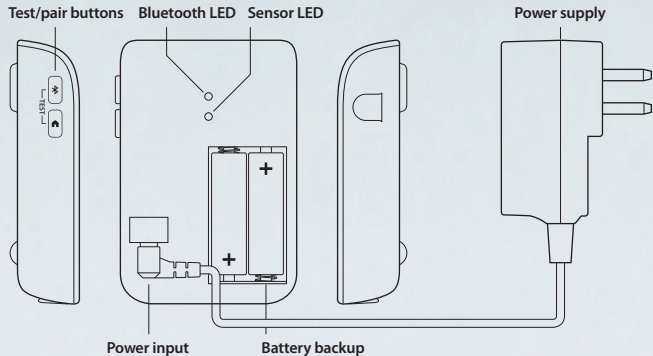
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## Overview



## Before you start

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 your loved one needs you or if the smoke alarm goes off.

### Compatible streamers and hearing aids

The Smart hub requires separate monitors and works with easyTek™ or miniTek™ streamers and specific wireless Siemens hearing aids. 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.

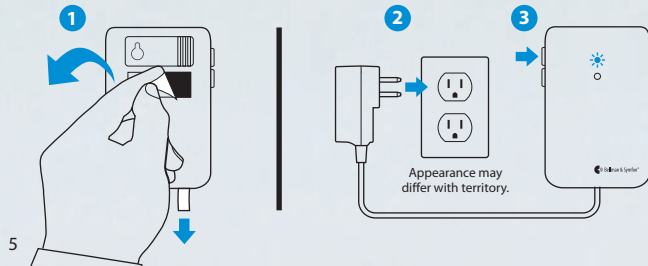


**Caution.** Read this user guide thoroughly and completely and follow the safety information to avoid damage or injury.



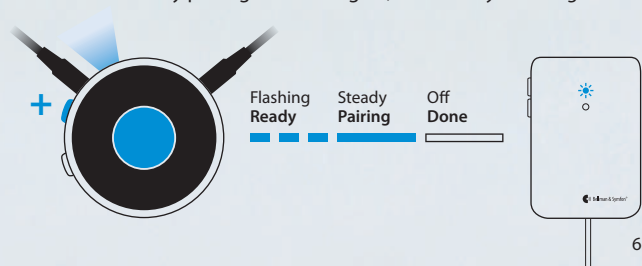
## Setting up the Smart hub

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






## Pairing with easyTek™

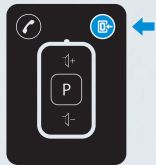
- ▶ Press and simultaneously on easyTek until easyTek's blue LED starts to flash. The LED will then stay lit for 5 seconds during the pairing procedure. When pairing is completed the LED will turn off.
- ▶ If no steady light appears, ensure that easyTek is within range from the Smart hub and try pairing the units again, *see the easyTek user guide*.





## Pairing with miniTek™

- 1 Press and hold the  button on your miniTek for 5s to initiate pairing. All buttons will then light up for 3s 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 3s. 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.

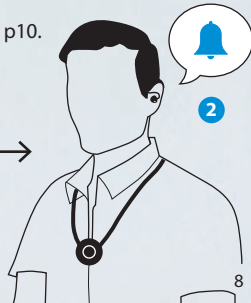
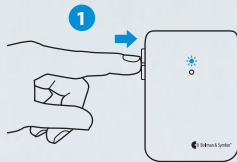


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## Testing the connection

- 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 p10.



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## Welcome home signal

When you get home, for example after work, the Visit Smart hub will automatically reconnect your hearing aids to the monitors in your house (provided that the streamer is on).

Within minutes you will hear an acknowledge signal that tells you that your hearing aids are connected to the Smart hub.

If you don't hear the signal, see **Troubleshooting** on page 10.

## Troubleshooting

| If  | Follow this checklist  |
|---|--|
| I hear no door chime sound in my hearing aids when I press the Smart hub test buttons | <ul style="list-style-type: none"><li>✓ Check that the Smart hub is connected to mains power, see <b>Set up</b> on page 5.</li><li>✓ Check that the streamer is within range and paired with the Smart hub, see <b>Pairing</b> on page 6–7.</li></ul>  |
| <i>or</i><br>I hear no greeting signal when I arrive at home                          | <ul style="list-style-type: none"><li>✓ Check that your hearing aids are paired with easyTek or miniTek see <b>Pairing Bluetooth® devices</b> in the separate user guides.</li><li>✓ Check that your hearing aids are switched on, the batteries are fresh and that the volume setting is correct, see the hearing aid user guide.</li></ul> |
| The Smart hub's top LED is pulsating in red   | <ul style="list-style-type: none"><li>■ The streamer is out of range or not paired with the Smart hub, see <b>Pairing</b> on page 6–7.</li></ul>   |

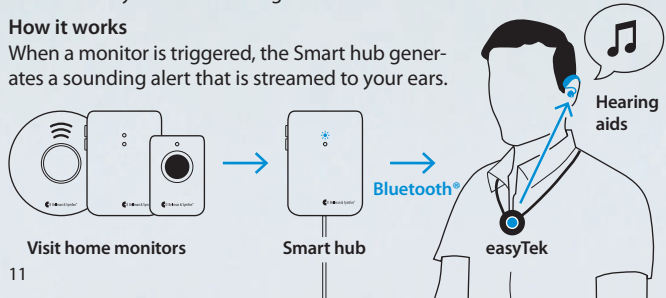


# Setting up monitors

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

## How it works

When a monitor is triggered, the Smart hub generates a sounding alert that is streamed to your ears.



# Supported monitors

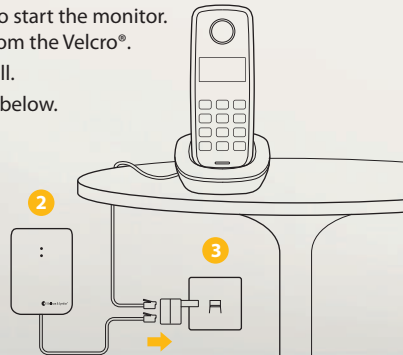
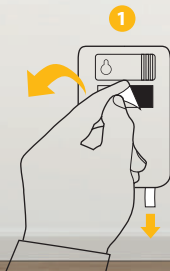
|  |                   |    |
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|  | Telephone monitor | 13 |
|  | Doorbell monitor  | 17 |
|  | Room monitor      | 21 |
|  | Personal alarm    | 25 |
|  | Smoke alarm       | 29 |

Stay in touch with family & friends.

## Setting up the Telephone monitor



- 1 Remove the battery pull tab to start the monitor. Remove the protective film from the Velcro®.
- 2 Mount the monitor on the wall.
- 3 Connect the cables as shown below.

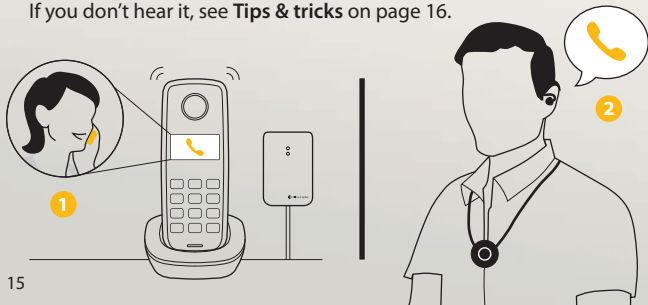




## Testing the connection

- 1 Ask a friend or neighbor to call your landline telephone.
- 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 page 16.



## Tips & tricks



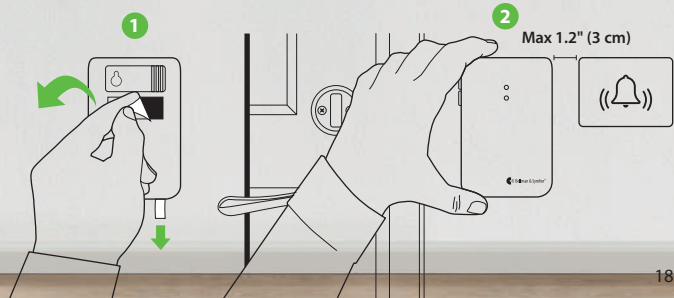
| If  | Try this   |
|---|--|
| I hear no ring signal in my hearing aids when the landline telephone rings. | <ul style="list-style-type: none"><li>■ Move closer to the Smart hub to make sure you are within its operating range.</li><li>■ Press both test buttons on the Telephone monitor simultaneously. If you don't hear a ring signal in your ears, check the monitor's batteries and make sure it's properly installed, see <b>Setting up the Telephone monitor</b> on p14.</li><li>■ Follow the <b>Checklist</b> on p10 to test that the system is up and running and that your streamer and hearing aids are functioning properly.</li></ul> |
| I hear ring signals in my hearing aids for no obvious reason.               | <ul style="list-style-type: none"><li>■ There is probably a nearby Visit system that triggers your system. Change the radio key on all units, see <b>Changing the radio key</b> in the Appendix on p35.</li></ul>  |



## Setting up the Doorbell monitor

- 1 Remove the battery pull tab to start the monitor.  
Remove the protective film from the Velcro®.
- 2 Mount the monitor to the left of the door chime, as close as possible.

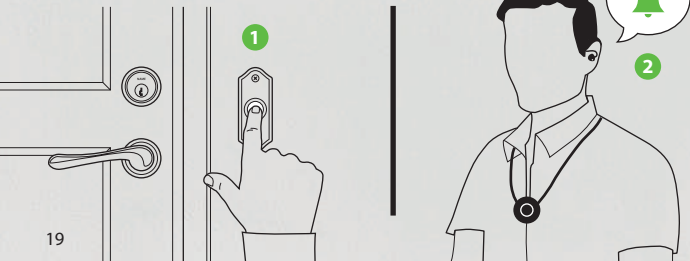
Know when the  
guests arrive.



## Testing 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 page 20.



## Tips & tricks



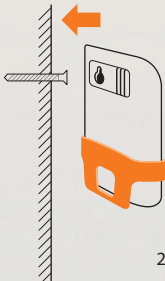
| If   | Try this   |
|--|--|
| I hear no door chime in my hearing aids when the doorbell rings. | <ul style="list-style-type: none"><li>■ Move closer to the Smart hub to make sure you are within its operating range.</li><li>■ Press both test buttons on the Doorbell monitor simultaneously. If you don't hear a door chime, check the monitor's batteries and make sure it's properly installed, see <b>Setting up the Doorbell monitor</b> on p18.</li><li>■ Press both test buttons once again. If you <i>still</i> don't hear a door chime in your ears, follow the <b>Checklist</b> on p10.</li><li>■ Program the Doorbell monitor to recognize your door chime, see <b>Programming</b> in the product user guide.</li></ul> |
| I hear door chimes in my hearing aids for no obvious reason.     | <ul style="list-style-type: none"><li>■ There are competing sound sources around the Doorbell monitor. Switch them off or turn them down.</li><li>■ Change the radio key on all units, see p35.</li></ul>  |



## Setting up the Room monitor

- 1 Remove the battery pull tab to start the monitor.
- 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.

A watchful ear  
on your dearest.



## Testing the connection

- 1 Ask someone to stand by the monitor 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 page 24.



## Tips & tricks

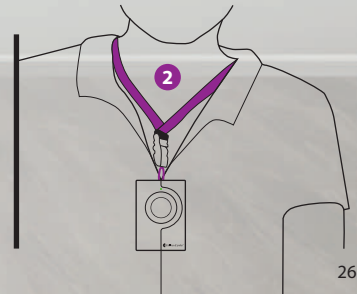
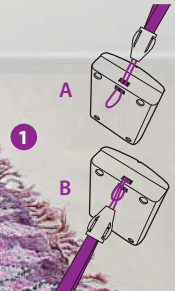
| If   | Try this   |
|--|--|
| I hear no alarm in my hearing aids when I make some noise. | <ul style="list-style-type: none"><li>■ Move closer to the Smart hub to make sure you are within its operating range.</li><li>■ Press both test buttons on the monitor simultaneously. If you don't hear an alarm signal in your ears, check the monitor's batteries and make sure it's properly installed, see <b>Setting up the Room monitor</b> on p22.</li><li>■ Press both test buttons once again. If you <i>still</i> don't hear an alarm in your ears, follow the <b>Checklist</b> on p10.</li></ul> |
| The alarm is triggered <i>too easily/not at all</i>        | <ul style="list-style-type: none"><li>■ Adjust the sensitivity by pressing the top left button, see the inside of the monitor's cover for details.</li></ul>   |
| The alarm is triggered <i>too fast/slow</i>                | <ul style="list-style-type: none"><li>■ Adjust the delay by pressing the lower left button, see the inside of the monitor's cover for details.</li></ul>   |



## Using the Personal alarm

- 1 Attach the lanyard to the alarm unit.
- 2 Hang the personal alarm around your neck.  
You can also mount it on a wall by using the supplied adhesive.

Always there for your loved one.

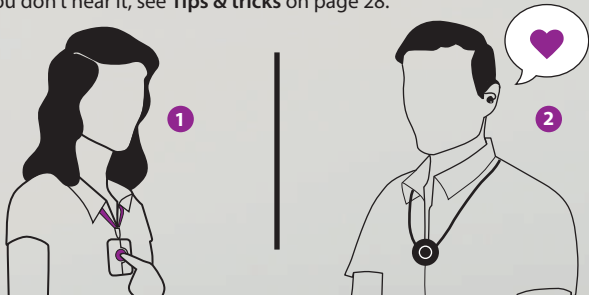




## Testing the connection

- 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 page 28.



## Tips & tricks

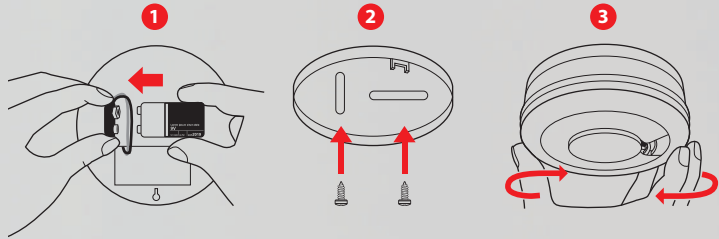
| If  | Try this   |
|---|--|
| I hear no alarm in my hearing aids when I press the alarm button. | <ul style="list-style-type: none"><li>■ Move closer to the Smart hub to make sure you are within its operating range.</li><li>■ Check that the green LED on the personal alarm lights up when you press the button. If no light appears, open the front cover and change the battery. Only use a PX28 Alkaline or Lithium type battery.</li><li>■ Press the alarm button once again. If you <i>still</i> don't hear an alarm in your ears, follow the <b>Checklist</b> on page 10.</li></ul> |
| I hear alarms in my hearing aids for no obvious reason.           | <ul style="list-style-type: none"><li>■ There is probably a nearby Visit system that triggers your system. Change the radio key on all units, see <b>Changing the radio key</b> in the Appendix on page 35.</li></ul>  |



## Setting 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.

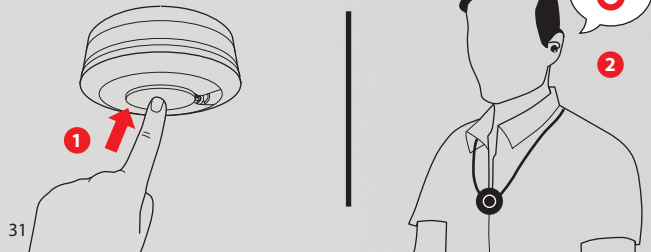






## Testing the connection

- 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 page 32.



## Tips & tricks

| If   | Try this   |
|--|--|
| The alarm fails to sound when I press the test button.           | <ul style="list-style-type: none"><li>▪ Check the age of the unit, see the "Replace by" label on the side of the unit.</li><li>▪ Check that the battery snaps are firmly connected.</li></ul>  |
| I hear no alarm in my hearing aids when I press the test button. | <ul style="list-style-type: none"><li>▪ Check the smoke alarm's battery and make sure it is installed properly, see <b>Setting up...</b> on page 30.</li><li>▪ Press the test button once again. If you <i>still</i> don't hear a fire alarm in your ears, follow the <b>Checklist</b> on page 10 to test that the system is up and running.</li></ul> |
| I hear fire alarms in my hearing aids for no obvious reason.     | <ul style="list-style-type: none"><li>▪ There are many factors that can cause nuisance alarms, for instance steam or a nearby Visit system that triggers your system, see <b>Troubleshooting</b> in the Visit Smoke alarm user guide.</li></ul>  |



# Appendix

## Visit Smart hub in depth information

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| Changing radio key    | 35 |
| Using battery backup  | 37 |
| Technical information | 38 |
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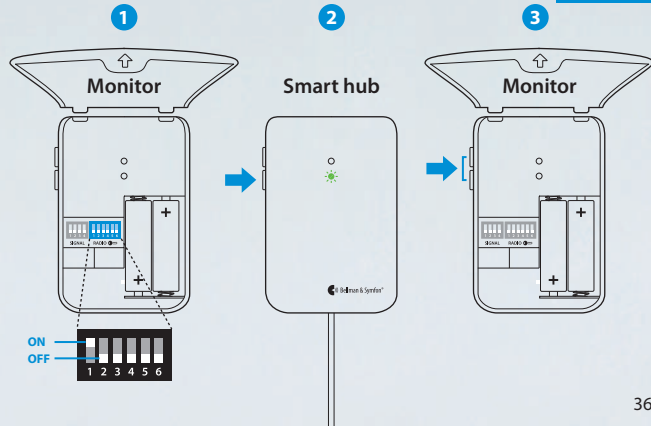
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## Changing the radio key

If you start hearing monitor alarms for no obvious reason, there is probably a nearby Visit system that triggers your system. In order to avoid radio interference you need to change the radio key on all units.

**Please note:** All units are set to the same radio key from factory and all switches are positioned down=off per default.

- 1 Open the Visit monitor front cover and move any radio key switch(es) to the up=on position to change the radio key. Repeat the procedure for all monitors. Note that all units must be set to the *same* radio key.
- 2 Press and hold the  button on the Smart hub until the bottom LED starts to blink in green/amber.
- 3 Press the test buttons on any of the Visit monitors. The Smart hub LED light will stay lit for 5 seconds to show that the new radio key is being transferred. When the transmission is completed the LED will turn off.





## Using battery backup

The Visit Smart hub is equipped with a battery backup that ensures full functionality during power loss for at least 48 hours.

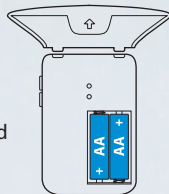
### Replacing batteries

Unplug the mains power and open the front cover. Replace the old batteries with new ones, see the instructions in the battery compartment for correct positioning.

### Important!



Use 1.5 V AA, LR6 alkaline batteries only. Always keep batteries out of reach of children. Dispose of batteries according to your local environmental laws and guidelines.



## Technical information

|                             |   |
|-----------------------------|---|
| <b>Power supply</b>         | DC 5V   |
| <b>Power consumption</b>    | Active < 50 mA, Idle position < 6 mA  |
| <b>Backup battery</b>       | 2 x 1.5 V AA (LR6) alkaline batteries   |
| <b>Activation</b>           | Via test buttons or a Visit monitor   |
| <b>Monitor frequency</b>    | 315/433.92/868.3 MHz depending on region  |
| <b>Monitor coverage</b>     | 33 – 77 yd. (30 – 70 m) depending on radio frequency. Coverage is reduced by walls, large objects and other radio transmitters.                         |
| <b>Bluetooth® frequency</b> | 2400 – 2483.5 MHz   |
| <b>Bluetooth® coverage</b>  | Up to 33 yd. (30 m). Coverage is reduced by thick walls and large objects.  |
| <b>Compatible monitors</b>  | BE1411 Door transmitter, BE1431 Telephone transmitter, BE1491 Room monitor, BE1240/1420 Push button transmitter and BE1281/1480 Smoke alarm transmitter |



## Care and cleaning

**Notice:** Failure to follow these care and cleaning instructions could result in damage to the product and void the warranty.

### Using connectors and jacks

Never force a connector into a jack. Check for obstructions on the jack. If the connector and jack don't join with reasonable ease, they probably don't match. Make sure that the connector matches the jack and that you have positioned the connector correctly in relation to the jack.

### Using the product

Operate the product in a dry environment where the temperature is always between 59° and 95° F (15° and 35° C). If the product gets wet or is exposed to moisture, it should no longer be regarded as reliable and should therefore be replaced. Remove the backup batteries if you don't plan to use the product for an extended period of time.

### Cleaning

To clean the product, unplug the mains power. Then use a soft, lint-free cloth. Avoid getting moisture in openings. Don't use window or household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives.

### Service and warranty

If the product appears to be damaged or doesn't function properly, follow the instructions in this user guide. If the product still doesn't function as intended, contact your local dealer for information on service and warranty.

### Additional information

For information about the proper disposal of the product, and for other important safety and regulatory compliance information, see the section **Important safety instructions** on page 41.



## Important safety instructions

This section contains important information about safety, handling, disposal, recycling and warranty.

**Notice:** Read all safety information and operating instructions below before using the Visit Smart hub. Keep the user manual for future use.

### Warning!

- Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the product or other property.
- Do not use or store this product near any heat sources such as naked flames, radiators, ovens or other devices that produce heat.
- Protect the cables from any potential source of damage.
- Do not dismantle the product; there is a risk of electric shock. Tampering with or dismantling the product will void warranty.

- Use only the power supply specified in this user guide. Disconnect the power supply from the mains during thunderstorms or if the product is not in use for a long period of time.
- Be aware that alarms can be missed if the power supply is disconnected and the backup batteries run out. Only refer damaged or faulty products to qualified service personnel.
- The product is intended to be used as part of a home alerting system but should not be used as the only security in life-threatening situations.
- The product has no power switch. In order to disconnect the product, the power supply must be disconnected from the mains power and the backup batteries must be removed.
- The product is designed for indoors use only.
- Do not expose the product to moisture.
- Protect the product from shocks during storage and transport.



## Model, type and classification

The information is available at the back of the Visit Smart hub.

## Product disposal and recycling information



The symbol to the left means that according to local laws and regulations your product should 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 recycling of your product will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

## Battery disposal information



This symbol indicates that the product contains batteries that according to local laws and regulations must be disposed of separately from household waste. Take used batteries to a collection point designated by local authorities.

## The European Union - declaration of conformity

**CE 0359** Hereby, Bellman & Symfon AB, declares that this product is in compliance with the essential requirements and other relevant provisions of R&TTE 1999/5/EC, LVD 2006/95/EC, MDD 93/42/EEC and EMC 2004/108/EC directives. The declaration of conformity may be consulted at Bellman & Symfon Europe AB, Södra Långebergsgatan 30, 421 32 Västra Frölunda, Sweden.

## Bluetooth® certified

This device includes a Bluetooth module which has passed the BQB certificate. The certificate number is B022163.

\* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by Bellman & Symfon is under licenses.



## FCC compliance statement

FCC ID: WMSBE1310US

IC ID: 6693A-BE1310US

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.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority 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.

This equipment complies with FCC/IC radiation exposure limits set forth for uncontrolled equipment and meets FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated with at least 20cm and more between the radiator and person's body (excluding extremities: hands, wrists, feet and ankles).

### Industry Canada statement

Le fonctionnement de cet équipement est soumis aux conditions suivantes:

(1) l'équipement concerné ne doit pas causer d'interférences, et (2) il doit accepter toute interférence reçue, y compris les interférences risquant d'engendrer un fonctionnement indésirable. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This Class B digital apparatus complies with the Canadian ICES-003.

## Support centers

If you have any questions, please contact the Bellman & Symfon support team.

### North America

Bellman & Symfon Service Center  
1081 West Innovation Drive  
Kearney, MO 64060, U.S.A  
Call +1 877 720 3401 Toll Free

### Germany

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21335 Lüneburg  
Call +49 800 7433338  
E-mail [info@bellman.de](mailto:info@bellman.de)

### Europe (English + Swedish)

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421 32 Västra Frölunda, Sweden  
Call +46 31 7483750  
E-mail [info@bellman.com](mailto:info@bellman.com)



# DESIGN FOR EARS™



[bellman.com](http://bellman.com)

BE1310\_001MAN003