

Beltone myPAL Micro and myPAL Pro

FREQUENTLY ASKED QUESTIONS



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Setup & Configuration

How do I pair the hearing aids to the myPAL Micro and Pro?

It is possible to pair up to three Beltone streaming devices - e.g. one myPAL Micro or myPAL Pro and two TV Links (optional Beltone Direct accessory) - with a given pair of hearing instruments. Therefore, channel 1, 2 or 3 must be selected when starting the pairing process.

Pairing a myPAL Micro/Pro in channel 1

1. Make sure the myPAL Micro/Pro is turned ON. Your hearing instruments must be OFF – open the battery doors.
2. With the tip of a pen or similar object, press the small pairing button once, as shown in the picture to the right.

The status light indicator on the top of the myPAL Micro/Pro will now blink yellow once every 2 seconds to indicate that myPAL Micro/Pro is ready to be paired in channel 1. Your myPAL Micro/Pro will remain in pairing mode for 20 seconds.



3. While in pairing mode, close the battery doors on both hearing instruments and make sure they are ON. A successful pairing will be indicated by an audible melody played in both hearing instruments and the status light indicator will stay solid yellow for 3 seconds. You are now ready to use the myPAL Micro/Pro.

Pairing a myPAL Micro/Pro in channel 2 or 3

To pair the myPAL Micro/Pro in channel 2, press the pairing button twice. The status light indicator will now blink yellow twice every 2 seconds to indicate that it is ready to be paired in channel 2.

Close the battery doors on the hearing instruments.

To pair the myPAL Micro/Pro in channel 3, press the pairing button three times. The light indicator will now blink yellow three times every 2 seconds to indicate that it is ready to be paired in channel 3.

Close the battery doors on the hearing instruments.

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How many hearing aids can the myPAL Micro/Pro be paired with?

The myPAL Micro/Pro can be paired with any number of hearing instruments.

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What is the latency of the streamed signal?

The latency is less than 20ms to prevent echo and lip sync issues. If latency is above ~35ms, and if direct sound is also audible to the user through the hearing instrument microphones, echo may be heard.

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Does the myPAL Micro/Pro have batteries?

Yes, the myPAL Micro/Pro has an built-in rechargeable battery that can be charged using the included charger.

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How many streaming devices can I connect to my hearing instruments?

Your wireless hearing instruments can be paired to up to a total of three streaming devices at a time - e.g. 1 myPAL Micro/Pro and 2 TV Links.

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Which devices can be connected to the line-in on the myPAL Pro (myPAL Pro only)?

Virtually any device with an audio output can be connected using an appropriate cable ending in a stereo jack plug. Examples are: stereo, computer, MP3 player, TV....

To avoid distortion, adjust the volume using the “+” and “-“ keys on the myPAL Pro, or adjust the volume on the external audio device, until the best sound level and quality is obtained.

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Use & Operation

How do I turn the myPAL Micro/Pro ON and OFF?

To turn the myPAL Micro/Pro ON, press and hold the ON/ OFF button for approx. 1.5 seconds, until the status light indicator turns green. After releasing the ON/OFF button, the status light indicator will blink green every 2.5 second. The myPAL Micro/Pro will always start up in Microphone Mode (Mic Mode).

To turn the myPAL Micro/Pro OFF, press and hold the ON/OFF button for approx. 1.5 seconds, until the status light indicator turns red – indicating that the units is shutting down.

If battery level is low the status light indicator will blink yellow every 2 seconds.

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How can I see that the myPAL Micro/Pro is turned ON?

The status light indicator on the top of the myPAL Micro/Pro will blink green every 2.5 seconds.

If the status light indicator on the myPAL Micro/Pro blinks yellow repeatedly the unit is running out of power and should be recharged using the included charger.

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How do I know that my myPAL Micro/Pro needs charging?

The status light indicator on the myPAL Micro/Pro will blink yellow repeatedly.

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How often do I have to charge my myPAL Micro/Pro?

Battery consumption and the operating time of your myPAL Micro/Pro depend greatly on the usage of the device.

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How do I charge the myPAL Micro/Pro?

To charge the myPAL Micro/Pro, plug the charging cable into the micro-USB charging plug on the myPAL Micro/Pro. Then plug the other end of the charging cable into a power outlet.

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How do I start streaming?

Turn the myPAL Micro/Pro ON and make sure your hearing instruments are turned ON as well. Streaming can be started in one of three ways.

1. Press and hold the push button on both hearing instruments for about three seconds in order to listen to a streamed audio signal*.
Note: If ear-to-ear program coordination is activated in your hearing instruments, you only have to activate streaming on one of the hearing instruments.
2. If you have a Beltone Direct Remote Control 2 (optional accessory), simply press the streaming button on the Remote Control 2*.
3. If you use a Beltone app offering remote control functionality, simply select the myPAL Micro/Pro program in the program screen*.

*Once the hearing instruments connect to the myPAL Micro/Pro, a short "streaming activation" melody will play in your hearing instruments followed by the streamed sound.

Start streaming from a 2nd or 3rd streaming device

If your hearing instruments are paired to more than one streaming device, you can start streaming from these devices in three ways.

1. Press and hold the hearing instrument program button for about 3 seconds a 2nd or 3rd time to access the 2nd or 3rd Beltone Direct streaming device.
2. If you use a Direct Remote Control 2 (optional accessory), press the streaming button on the Direct Remote Control 2 a 2nd or 3rd time to access the 2nd or 3rd Beltone streaming device.
3. If you use a Beltone app offering remote control functionality, simply select the desired streaming program in the program screen.

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How do I stop streaming?

Streaming can be stopped in the following three ways:

1. Push the program button on your hearing instruments once*.
2. If you have a Beltone Direct Remote Control 2 (optional accessory), press the "P" button, located in the center of the key pad*.
You may also press the home button to return to your default settings.
3. If you use a Beltone app, simply select the desired program in the program screen.

*This will return the hearing instruments to the last program used.

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What happens if I get a phone call via my Phone Link 2 while I am using my myPAL Micro/Pro?

If you are using the telephone with Direct Phone Link 2 or Phone-Now™, the streaming via the myPAL Micro/Pro will be temporarily disrupted. When you have ended your phone call, streaming will resume.

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If the streamed signal disappears how do I reconnect?

If the streamed signal disappears it can be due to:

1) The hearing instruments are out of range of the myPAL Micro/Pro. Try shortening the distance between the hearing instruments and the myPAL Micro/Pro.

- You can be up to 25 meters (82 feet) away from the myPAL Micro/Pro (clear line of sight) depending on the physical environment. If you get out of range and return to range within five minutes the hearing instruments will reconnect automatically.
- If you get out of range and do not return within five minutes, you can reconnect in one of the following ways
 1. Press and hold the push button on both hearing instruments for about three seconds in order to listen to a streamed audio signal*.
Note: If ear-to-ear program coordination is activated in your hearing instruments, you only have to activate streaming on one of the hearing instruments.
 2. If you have a Beltone Direct Remote Control 2 (optional accessory), simply press the streaming button on the Remote Control 2*.
 3. If you use a Beltone app offering remote control functionality, simply select the myPAL Micro/Pro program in the program screen*.
*Once the hearing instruments connect to the myPAL Micro/Pro, a short "streaming activation" melody will play in your hearing instruments followed by the streamed sound.

2) If an auxiliary audio source is connected to the myPAL Micro/Pro via line-in, the cable connecting the myPAL Micro/Pro to an audio source may not be properly inserted.

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How do I adjust the volume on the myPAL Micro/Pro?

myPAL Micro/Pro is designed to provide a comfortable listening level from the moment it is activated. However, for some devices or listening environments it may be desirable to adjust the listening volume. This can be accomplished in a variety of ways. Keep in mind that volume adjustments apply to the streamed signal only, not the volume of normal environmental sounds.

- Use the "+" and "-" keys to adjust volume to a comfortable level. Make sure that your hearing instruments are comfortably adjusted before you change the settings with the volume control.

Note: The myPAL Micro/Pro will revert to its default level for all modes when rebooted.

- Use the Beltone Direct Remote Control 2 (optional) to adjust the streaming volume in the hearing instrument. Ask your hearing care professional for more information about this accessory.

- The volume can in some cases be further adjusted at the signal source, e.g. by turning the TV volume up or down.

In many cases this will adjust the volume of both streamed audio (transmitted wirelessly to your hearing instruments) and non-streamed audio (sounds reaching the hearing instrument microphones in the normal fashion). Of course, this will also affect listening volume for others in the room.

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How far from the myPAL Micro/Pro can I hear the sound?

You should be able to hear the streamed signal up to 25 meters (82 feet) away from the myPAL Micro/Pro in situations where the myPAL Micro/Pro has a clear line of sight to the hearing instruments. If the sound does not come through clearly, you may have to move closer to the myPAL Micro/Pro.

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Does volume adjustments on an auxiliary sound source affect the volume in my hearing instruments?

Yes, always try to adjust the volume on the auxiliary device to a comfortable level to minimize electrical noise.

Alternatively, the volume can be adjusted using the volume control on the myPAL Pro.

If the myPAL Pro is connected to the headphone jack on the TV-set, stereo or computer, volume adjustments on these devices may also affect the volume in the hearing aids.

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Where should I place the myPAL Micro/Pro?

Person-to-person communication

Clip your myPAL Micro/Pro on the speaker's jacket or other clothing or hang it around the neck using included lanyard. Place the device within a range of 10-40cm (4-16 inches) from the speaker's mouth. When using the clip, make sure that the myPAL Micro/Pro is mounted vertically with the Status light indicator pointing towards the mouth.

Table pickup (myPAL Pro only)

Place the myPAL Pro horizontally on a level surface (e.g. a table) in close proximity to the group of people you want to listen to. Placing the myPAL Pro horizontally on a table it automatically switches into an optimized mode enabling the pickup of the voices of multiple speakers.

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Can I place the myPAL Micro/Pro in front of a speaker transmitting sound that I would like to hear?

You can do this but keep in mind that it will pick up noise from the environment as well as the desired signal.

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Can I use the myPAL device as a table microphone (myPAL Pro only)?

Yes - place the myPAL Pro horizontally on a level surface (e.g. a table) in close proximity to the group of people you want to listen to. Placing the myPAL Pro horizontally on a table it automatically switches into an optimized mode enabling the pickup of the voices of multiple speakers.

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Can other people with wireless hearing instruments listen in on the transmitted signal?

No. In order to listen in on the transmitted signal the hearing instruments need to be paired to the myPAL Micro/Pro.

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Can other people interfere with or disturb the transmitted signal?

Other radio frequency devices in near proximity may cause interference, usually adding a crackling noise. Examples of such devices are other Bluetooth devices, wireless networks, microwave ovens, baby monitors and remote controls.

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Does the myPAL Micro/Pro work through walls?

The myPAL Micro/Pro will most probably not work through walls. However, under favorable reflection conditions the myPAL Micro/Pro may transmit through openings (e.g. door openings) between rooms.

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Is the myPAL Micro/Pro waterproof?

The myPAL Micro/Pro is not waterproof. Exposure to water or excessive moisture may damage the product. If the myPAL Micro/Pro is accidentally exposed to water or moisture, wipe it carefully with a soft cloth.

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Troubleshooting

Why doesn't sound from the myPAL Micro/Pro come through clearly?

This could be because:

- The hearing instruments are out of range of the myPAL Micro/Pro. Try shortening the distance between the hearing instruments and the myPAL Micro/Pro.
- The myPAL Micro/Pro may be too close to other electrical devices such as a DVD player or stereo receiver causing interference. Check to make sure that it is not sitting on top of an electrical device.
- When using the line-in (myPAL Pro only): The cable connecting the myPAL Pro to the auxiliary source may not be inserted properly. Ensure that all cables are plugged in properly.

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What causes a break in connection between the myPAL Micro/Pro and the hearing instruments?

This could be because:

- The myPAL Micro/Pro and hearing instruments are not within wireless range: Assure that the myPAL Micro/Pro and hearing instruments are within wireless range.
- The battery in the hearing instrument is so depleted that it no longer supports audio streaming: Replace the battery in the hearing instrument with a new one.

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Why can I not select line-in or FM mode on my myPAL Pro (myPAL Pro only)?

Line-in and FM mode can only be selected if either a mini-jack cable is connected to the line-in or if a FM receiver is connected to the euro pin plug.

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