

USER GUIDE.

OrCam **Hear**

 ORCAM | orcam.com | [f](#) [@](#) [t](#) [v](#)

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To contact OrCam Support, please email support@orcaml.com.

For the online user manual and tutorial videos, or for tips, advice, and troubleshooting support, visit www.orcam.com/user-area.

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Using Your OrCam Hear.

Welcome to a new class of hearing loss solution.

OrCam Hear is a highly advanced wearable device designed for people who experience hearing loss.

The breakthrough AI assistive technology we pioneered empowers you to hear who you want, when you want – and for your ears only.

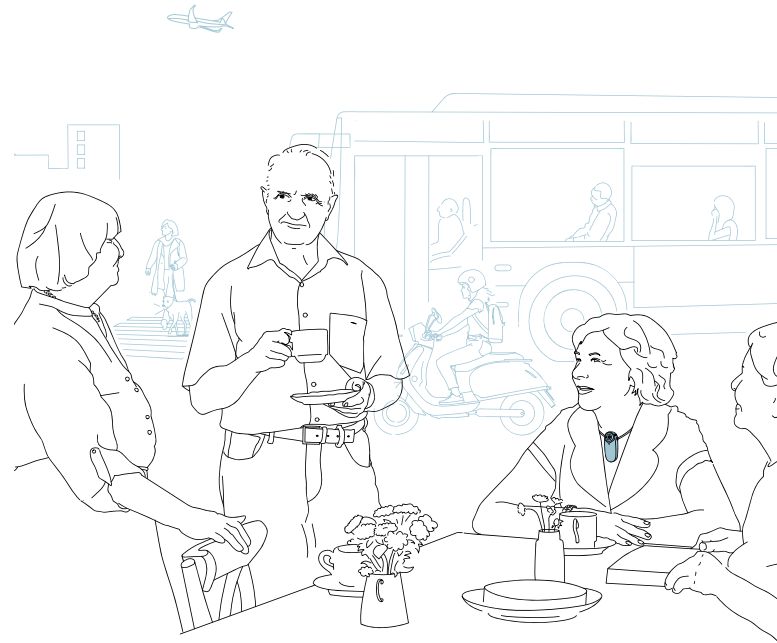
This device enables you to easily understand speech, and overcome the difficulty of being overwhelmed by multiple speakers as well as noisy environments.

Simply put, the tech inside OrCam Hear communicates the isolated, clear voice of the person with whom you are speaking – virtually in real time – while simultaneously filtering out all other voices and disruptive noises.

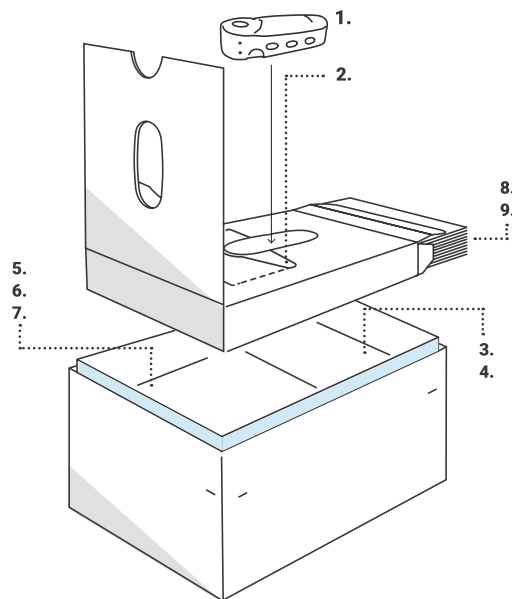
Wear OrCam Hear hands-free, and use the device to support your everyday conversations, as it works seamlessly in the background so you can converse naturally.

[Want to Hear more about how to use it? Let's get started.](#)

6.



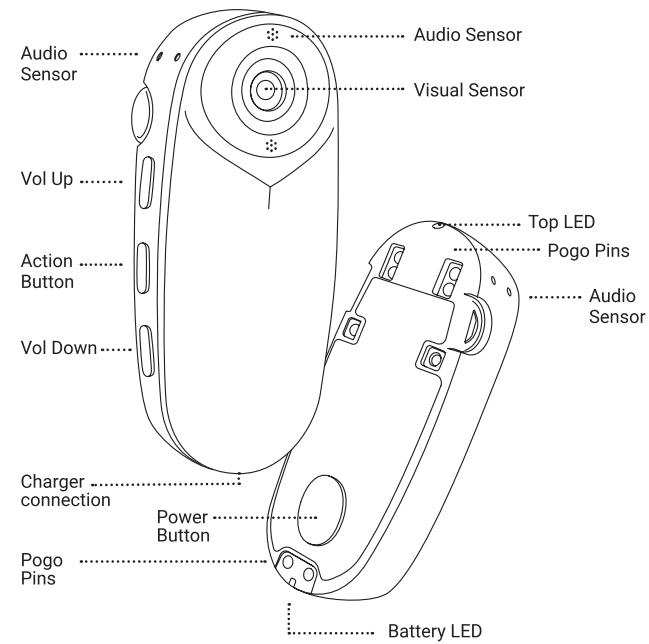
7.



What's in the Box.

- 1. OrCam Hear
- 2. Noise-canceling earphones
- 3. Back clip attachment
- 4. Telecoil neckloop
- 5. Charger
- 6. Charging cable
- 7. Carrying case
- 9. Quick Start Guide
- 8. User Guide

Parts and Buttons.



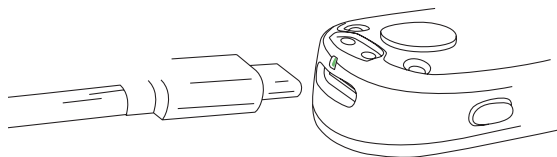
Charging the OrCam Hear device.

Before turning on the device for the first time, OrCam recommends charging the device for at least one hour. For all subsequent charges, OrCam Hear fully charges in approximately 50 minutes.

The battery can last approximately one hour of casual use and about 5 hours while in Suspend mode.

To charge the device:

- Plug the USB Type C charging cable into the device's charging inlet (as illustrated in the following figure)
- Plug the USB end of the charging cable into the charger.



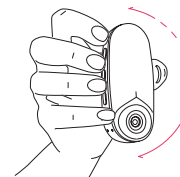
12.

Note:

When charging, the lower led will flicker in purple and will indicate the battery status accordingly:

- Up to 33% once every second
- 34%-66% twice every second
- 67%-99% three times every second
- 100% - the led will turn green

OrCam Hear will announce when there are 10 Minutes and 5 Minutes of operation time is remaining.

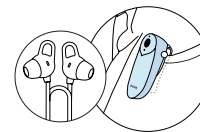
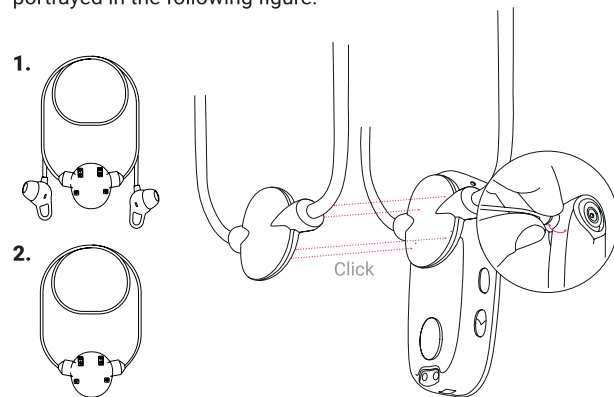


- You can check the battery status of your device by turning OrCam Hear upside down, 180 degrees.

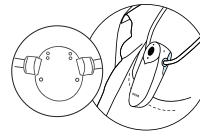
13.

Audio-out options.

OrCam Hear has 2 back attachments for different usages, as described below. Attach the desired piece to the dedicated slot until you hear a click, To detach, lift the round edge first, as portrayed in the following figure.



1. Designated Earphones for stand alone usage. Close the clip and adjust the length of the loop to your comfort.



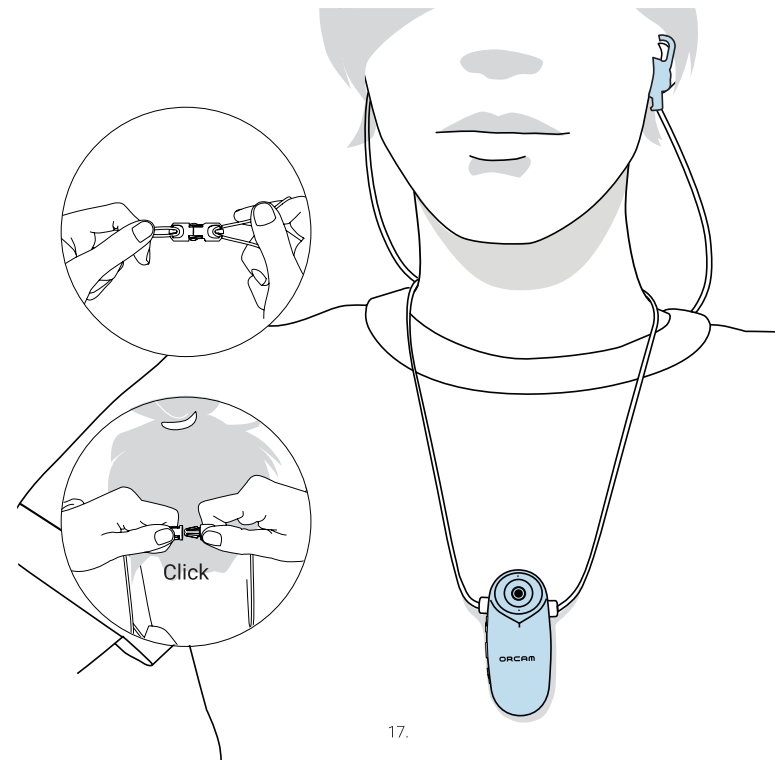
2. Telecoil loop (users with hearing aid that support telecoil): Connect the telecoil loop and turn your hearing aid to T-mode, the OrCam Hear will transmit audio to your hearing aids.

Setting the earphones wire

Adjust the earbuds wire by gently pulling the wire close to the clips.

Close the clip around your neck.

Try to stretch the wire as less as possible

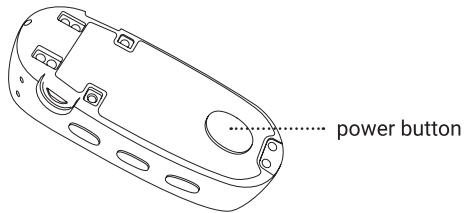


16.

17.

Get Familiar with OrCam Hear.

Use the power button to do the following:



To turn on your device:

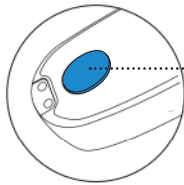
- Press and hold the power button for 3 seconds, the orange LED light turns on.
- After about 50 seconds, a blue LED will light followed by the wake-up melody, and the device will announce "single speaker". If there is a primary speaker in front of you, the LED will turn green.

To turn off your device:

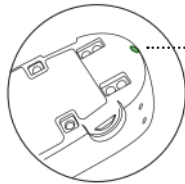
- Press and hold the power button.
 - Once the LED light turns red, release the power button.
- You will hear the power-off melody indicating the device has powered off.

Enter or Exit Suspend Mode.

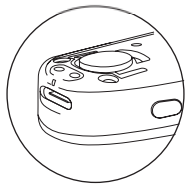
Suspend mode allows you to save your device's battery without having to completely power off the device, and enables a quick start without waiting the 50 seconds it takes OrCam Hear to power on.



To enter Suspend mode, press the power button once. You will hear the power-off melody, and an orange LED will blink for 3 seconds as the device enters Suspend mode. ● ● ●



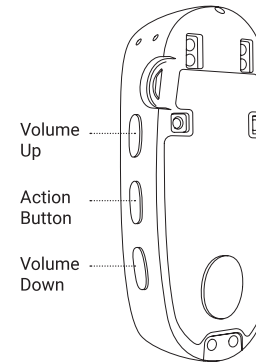
To exit Suspend mode, thereby waking the device, press the power button once. The device will play the wake-up melody and the LED will return to blue/green. ●



OrCam Hear automatically suspends after 30 seconds of facing down and not being used. If it was auto-suspended, it auto-wakes up when the user raises it.

OrCam Hear automatically powers itself off after two hours in Suspend mode.

Note: While entering Suspend mode or while waking up, do not press the power button for more than 3 seconds as this might lead the device to power off instead of entering Suspend mode.



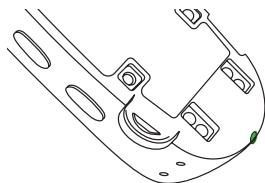
Action Button.

The action button is dedicated for switching between modes and lock/release on a Primary Speaker. Visit the "Features and Usage" section below to learn more about the lock/ release option.

Volume Buttons.

- To increase the volume, press the arrow up ("^") button.

- To decrease the volume, press the arrow down ("v") button.



LED Status Indicators.

When the device is powered on the device status is indicated by a stable top LED as described below:

● **Orange**

Device is powering on

● **Blue**

Single Speaker mode, No primary speaker detected, the device will transmit all voices (like multi-speaker) while constantly looking for a primary speaker.

● **Green**

There is a single speaker match and the device is transmitting only his voice

● **Dark green**

Speaker Locked

● **Purple**

Multi speaker mode

● ○ ● **Blinking Orange**

Suspending

● **Red**

Device is powering off

Sounds.

- OrCam Hear plays different short melodies when powering on or off and suspending or resuming from Suspend mode.

- When pressing the volume or Action buttons, a short beep is heard.

- When toggling between modes, when locking and unlocking, and when locking fails. OrCam Hear will announce the present status.

Features and Usages.

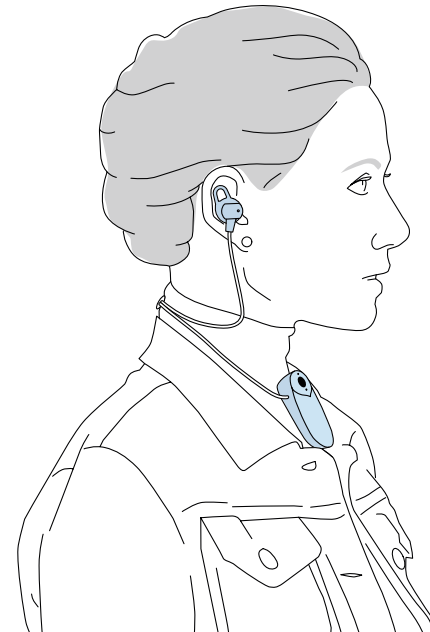
For OrCam Hear to work, you must first power on the device and wear it around your neck with the camera facing forward.

Wearing OrCam Hear.

For best use, please wear the device as shown in the following picture.

The device should be worn around your neck, like a necklace. If you want OrCam Hear to follow your gaze, place it about 4 inches (10 cm) below your chin. To better understand this option, see the "Following the User's gaze" section in page 32

Please make sure the camera lens is uncovered and facing forward. If you are using the back clip, make sure the device is fully upright, as close as possible to the center of your chest, and that the device is facing forward.



OrCam Hear Function Modes.

There are two modes you can set OrCam Hear to help localize the desired voice(s) you want to hear:

"Single Speaker" mode

In which you will hear only one voice, that of the person standing in front of you and moving his lips toward you.

"Multi-speaker" mode

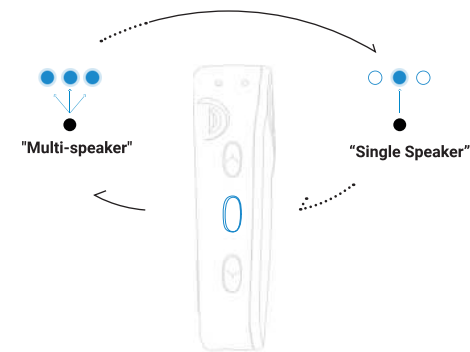
In which the device will allow you to listen to all speakers, without the background noises.

26.

Basic Usage.

- By default, the device powers on to 'Single Speaker' mode, so the user will hear only one speaker. When the device powers on, you will hear the announcement "Single Speaker", and OrCam Hear will focus on the person in front of you (see "Single Speaker mode" below for more details).

- Pressing the action button toggles between Single Speaker mode and Multi speaker mode. The device will announce "Single speaker" or "Multi-speaker" as it enters each mode.



27.

Single Speaker Mode.

Single Speaker mode detects and selects an primary speaker based on one of the following conditions:

- The person that is in front of you, most central, and closest to you within a 2-meter radius will be selected.
- If chin detection is possible, OrCam Hear will detect the direction of your chin to determine to whom you want to listen.

Note:

- Should the primary speaker that was selected move to the side (within the accepted 2-meter radius range), he remains selected until either you choose a new speaker or someone else becomes closer and more central to you.
- If the primary speaker's mouth is closed, no voice will be heard.
- If there is no distinguishable primary speaker, you will hear all voices, similar to using "Multi-speaker" mode.



What to expect from Single Speaker Mode

OrCam Hear will transmit the primary speaker's voice loudly while the other talking voices and background noises will be filtered out and lowered to a minimal level. If you hear other voices while in Single Speaker mode, please check you are following all the above instructions.

Please note the following:

- 1.** There is a small sound latency. When using OrCam Hear for the first time, it takes anywhere from 15 minutes to one hour to get used to this new sound experience. Do not worry. This is normal, and it will pass shortly.
- 2.** By default, all voices are silenced when you are speaking, including your own voice, to ease the latency effect. You can adjust the volume of your voice using the OrCam Hear mobile app. For further details, visit orcam.com
- 3.** When listening to one speaker and switching to another speaker, it takes about 1-2 seconds to get the voice of the second speaker. During this transition time, you will hear all the voices (not sounds) surrounding you such as in "Multi-speaker" mode.

Lock on Person.

When you would like to hear only the Primary Speaker (recommended in crowded environment) you can lock on a person's voice and disable the automatic switch to other speakers.



To use this mode:

- 1.** Press and hold the action button for 2-4 seconds when the desired Primary Speaker is speaking and facing OrCam Hear within the supported range of 2 meters.
- 2.** When locked, you will hear a beep and the announcement "Locked". A dark green LED will turn on.
- 3.** To deactivate, press and hold the action button again for 2-4 seconds.
- 4.** If the locked Primary Speaker gets out of the frame, the lock will automatically be cancelled.
- 5.** If the "lock process" did not work, there will be a failure beep

Following the User's gaze

You can enable OrCam Hear to choose the primary speaker by detecting your chin directioning, assuming you are looking at the primary speaker you want to listen to. To enable that, place OrCam Hear about 10 cm (4 inches) below your chin, which is a little more than the length of a credit card.

4 inches (10 cm)

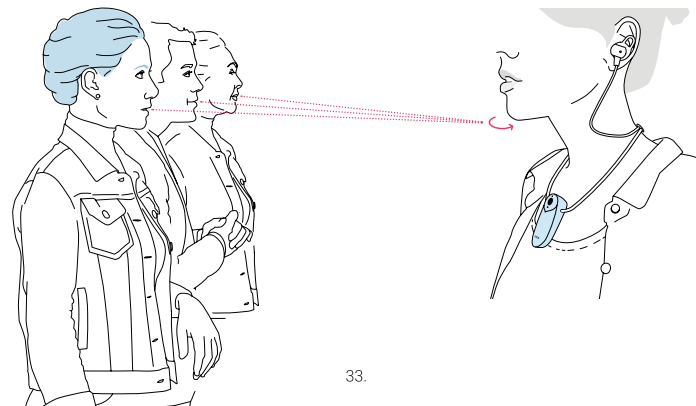


32.

How does it work?

As in a regular conversation with multiple people, if you turn your Head to hear someone else who is speaking, OrCam Hear will switch to that speaker by detecting the direction your chin is facing. For example, if your facing the left, OrCam Hear will recognize that you want to listen to the person on the left and will only transmit the audio of the person speaking on the left.

Note: When using the chin detection, it takes about 1-2 seconds to switch between speakers.



33.

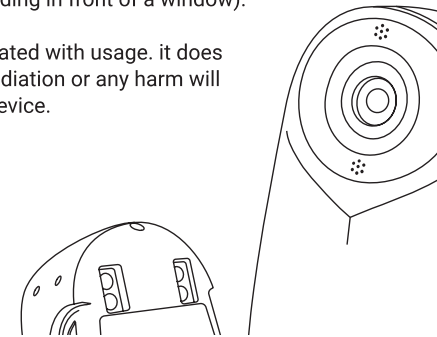
Multi speaker mode.

You should hear only voices without any background noises, enabling you to participate in a more dynamic conversation. You will hear all voices and not just the voice of the person who stands in front of you like in Single Speaker mode.



Limitations of OrCam Hear.

1. Operational noise levels: The device works up to 80dB. The speaker voice is distinguishable up to 3dB under the background noise.
2. Operational distance is limited up to 2 meters.
3. Minimal light level is 30 Lux. Back-lighting is not currently handled (e.g. standing in front of a window).
4. The OrCam Hear gets heated with usage. it does not mean any dangerous radiation or any harm will occur to you by using the device.



Tips.

1. Range

- The recommended range for using the OrCam Hear is up to 2 meters.

2. Line of sight

- OrCam Hear function is maximized when there is a clear line of sight between the user and the primary speaker. If possible, remove obstacles and make sure the primary speaker's lips are visible.

3. Socializing

- As described above, OrCam Hear is defaulting the primary speaker as the closest and most centric speaker who stands in front of you. If possible, make sure you

stand in front of the desired active speaker.

4. Chin detection

- OrCam Hear can help you choose the primary speaker out of other people speaking simultaneously in the frame using your chin. To enable that assistance, adjust the loop slider so OrCam Hear is sitting below your chin, approximately 10 cm.

5. Light

- OrCam Hear capability to read lips is maximized above 30 Lux light level. Between 15-30 it is partially and below 15 is low.

6. Noisy Environment

- OrCam Hear capability to separate the sounds and voices is maximized up to 80 dB noise level (a noisy restaurant). Between 80-90 dB it is partially and above 90 dB it is low.

7. Charging

- Charge OrCam Hear whenever possible. Even 5-10 minutes. If charging is not possible, make sure OrCam Hear is suspended when it is not required.

8. Modes usage

- "Single speaker" mode is ideal for a "one on one" meeting in a noisy environment such as a restaurant, or a "polite" multi-participants encounter, i.g a

meeting when there is only one primary speaker at a time. If the nature of the meeting is more dynamic such as a family dinner, it is recommended to use "multi-speaker" mode.

9. General usage

- Act normally. don't be afraid to be a part of a dynamic conversation. That is why OrCam Hear was invented.

Troubleshooting

1.

In "Single Speaker" mode, I hear other voices than the primary speaker: you are standing too far from the primary speaker or his lips are not visible.

2.

I don't hear an primary speaker: The speaker volume is below 3dB under the background noise, or the overall noise level is beyond 80dB

3.

The Hear crashes: if happened, the Hear will automatically reboot itself. It takes approximately 60 seconds.

4.

I hear myself in delay: the Hear have a 100-160 ms delay, depend on the situation.

You can reduce the user's voice (see above), it would decrease your voice substantially and make it more comfortable. Anyway, it takes about 15-60 minutes to get used to the latency. After that, it will feel normal.

Support

**Contact us any time on
support@orcaml.com**

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Terms and Conditions.

Your use of your OrCam device (the "Product") is subject to the Terms and Conditions found at [orcaml.com/terms-and-conditions](https://www.orcam.com/terms-and-conditions). Your agreement to these Terms and Conditions is a condition to your use of the Product.

Please read the User Guide in full, including the important Safety Instructions, before using your OrCam device.

OrCam can take no responsibility if the Product was used other than in accordance with the instructions in the User Guide. Products should not be relied upon in circumstances that are potentially life- or health-threatening or that could lead to financial loss.

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OrCam thinks highly of your privacy and we are committed to protecting and safeguarding our clients' and users' personal information. Please read our Privacy Policy found at <https://www.orcam.com/privacy-policy/>, which describes how we process personal data regarding our clients and users in connection with services provided by us and our website (the "Services" and the "App", respectively); the types of personal data we collect and process; to what purposes we use and process your personal data; how your personal data is protected; and with whom your personal data may be shared.

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Warranty.

Customer acknowledges that, other than as explicitly stated herein, OrCam does not make any representations or warranties to Customer regarding the Product, its functions or any images it produces. The OrCam end-user limited product warranty (the "Limited Warranty") covers the owner of an OrCam product against defects in material or workmanship at the time of its original purchase, for a subsequent period of one (1) year, and for any additional applicable legal warranty period. Original proof of purchase/delivery is required from the owner in order to obtain this coverage.

OrCam will repair or replace, at its discretion, any product that is determined by OrCam to be covered under this Limited Warranty. OrCam will not be responsible for conditions arising as a result of intentional damage or misuse of the product. The owner is responsible for the costs of shipping the product to the location specified by OrCam.

This Limited Warranty is the sole and exclusive warranty applicable to OrCam products. No third party has the authority to make any representation, warranty, or agreement on behalf of OrCam with respect to OrCam products. No warranty of any kind or nature is made by OrCam beyond those expressly stated herein. In no event shall OrCam be liable for any special, collateral, indirect, punitive, incidental, consequential, or exemplary damages in connection with or arising out of the use of the product. In no event shall OrCam's liability exceed the price paid for the product.

Without limiting any provisions limiting liability under this agreement, the limited warranty set forth herein will not apply, and the owner will reimburse

OrCam for any costs and expenses incurred in the event that:

- (i) the product has been used other than in accordance with the product documentation and terms of use or other written operating instructions provided by OrCam
- (ii) the product has been subject to tampering, misuse, negligence, or accident
- (iii) the product or parts identification labels have been removed or the product has been otherwise altered
- (iv) the product has been opened, modified, repaired, serviced, maintained, or altered by someone other than an authorized OrCam representative
- (v) the product has been combined with software, hardware, or other equipment not supplied by OrCam or not approved in writing by an authorized OrCam representative
- (vi) the product has been intentionally damaged or exposed to water, heat, or high voltage

Any parts replaced pursuant to this warranty will be under warranty for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer.

If you believe that your product needs warranty support, contact support@orcaml.com.

You will be responsible for shipping costs. However, if it is determined that the warranty request is valid, OrCam will pay the total cost of shipping the repaired or replaced product.

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INTERRUPTION, THAT ANY IMAGES OR SOUNDS PRODUCED BY THE PRODUCT WILL BE ACCURATE OR THAT THE OPERATION OF THE PRODUCT WILL BE SECURE AND HEREBY DISCLAIMS ANY AND ALL LIABILITY ON ACCOUNT THEREOF. THIS SECTION SHALL BE ENFORCEABLE TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW.

Refund Policy.

You can return your undamaged device for a refund within the period required by local law or as agreed between you and OrCam at the time of purchase. Training fees are non-refundable. Please contact your local representative or OrCam Support to initiate a return process.

When you return the OrCam device, please follow OrCam Support instructions carefully. The device must be in the same condition that you received it and undamaged in any way. Your refund and how it is issued may differ based on how the device was purchased, its condition, and how long you've had the device.

OrCam will process your return only after the carrier has received your device and delivered to OrCam. It usually takes up to three weeks for OrCam to receive (for international shipping involving local customs it may take longer) and process your return. Once OrCam issues your refund, it may take additional time for your funds to be made available in your account by your financial institution. For credit card payments, it may take 5 to 10 business days.

If you have any questions, please feel free to contact the OrCam Support team.

FCC Compliance.

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 to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician.

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Warning.

Modifications not expressly approved by the manufacturer could void the user authority to operate the equipment under FCC Rules

EC REP **EU Authorized Representative for OrCam:**
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The Squaire 12, Am Flughafen,
60549 Frankfurt am Main, Germany
Telephone Number: +49 69 95932-5090

Applicable Standards.
EN 62368-1
EN 301489-1 V2.1.1; -17 V3.1.1
EN 300 328 V2.1.1
EN 300 328 V2.1.1
EN 300 328 V2.1.1
EN 300 328 V2.1.1
FCC Part 15 Subpart B
FCC Part 15 Subpart C
CISPR 32
IEC 62368-1
EN 301489-1; -17, EN 300328
IEC 60950-1
EN 62368-1
EN 301 489-1;-17
FCC Part 15 Subpart B



Waste Electrical and Electronic
Equipment Directive Compliant
Contact OrCam for proper disposal.

RoHS

Restriction of Hazardous
Substances Directive Compliant
(materials and components)



FCC ID:
2AAWI-HEAR
Contains FCC ID:
2APD9-RSL105P



CE Compliant



Refer to User Instruction
Guide and Manual

Safety and Warnings.

Before using the OrCam device, read these precautions carefully to avoid dangerous situations and to ensure ideal performance of your device. Handle your OrCam device with care. It can be damaged if dropped, burned, punctured, or crushed. Do not open the device. The OrCam device is designed to work in ambient temperatures between 32°F and 104°F (0°C and 40°C) and in normal conditions (Relative Humidity of 10% to 90% RH and Atmospheric Pressure of up to 2000m above sea level (700hPa)). The device can be damaged if used outside of this range. Store and transport in a cool, dry place (32°F to 104°F (0°C to 40°C) and Relative Humidity of 5% to 90% and atmospheric pressure of 700hPa to 1060hPa)). The OrCam device is water resistant but not waterproof. This means the device can withstand light rain or drizzle for short periods of time, although it is not recommended. Do not use the OrCam device in heavy rain, at the beach or swimming pool,

or in or near a bathtub or shower. Do not submerge the OrCam device in any liquid. The OrCam device meets the standards of IP Code: IP22.

Should you have a problem operating the OrCam device, if the case or lens is cracked, or if you believe there is something wrong with the device, please contact support and do not attempt to repair it by yourself. Only qualified OrCam personnel may repair or service your device. Unauthorized repairs may void your warranty.

Do not attempt to replace the battery; you may damage it, which could cause overheating and even injury. The battery is designed to last for two years of average use (one charging cycle per day on average) after which it may need to be replaced. Use only the charger supplied with your OrCam device. Using another charger may void your warranty and could cause severe injury.

Do not force a connector into a port or apply excessive pressure to a button. This may cause damage that is not covered under the warranty. If a connector does not insert easily, check for obstructions in the port and verify that you have the correct connector for that port. Do not combine with software, hardware, or other equipment not supplied by OrCam. Exposing the device to magnetic fields may damage the unit or erase your data.

When using the OrCam device or charging the battery, it is normal for the device to get warm. If the unit becomes excessively hot, leaks, or gives off a burning smell, turn the device off immediately and contact OrCam Support.

OrCam Hear meets the standard requirements in the US and EU for Class 1 medical devices. OrCam recommends keeping the OrCam Hear's magnets at least 6 in./15 cm. away from any implantable cardiac equipment. If you have specific questions about use alongside an internal pacemaker and/or defibrillator, please consult your medical professional. Do not use the OrCam device to read medication labeling.

Cleaning.

Clean your device if you feel it is dirty or transferred between users. Never touch the camera lens with your finger. Clean the lens only with the supplied microfiber cloth and eyeglass cleaning fluid. Do not use any abrasive materials. Do not expose the device to chemicals, such as household cleaners, aerosol sprays, solvents, alcohol, or ammonia.

If you experience an allergic reaction to any of the elements of the OrCam device, contact a medical professional.

