




# Bellman Symfon BE2021 Personal Amplifier With Earbuds User Manual

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**Bellman Symfon BE2021 Personal Amplifier With Earbuds**



## Read this first

This booklet guides you on how to use and maintain your new Maxi Pro personal amplifier. Ensure you read this booklet carefully, including the Warnings section. This will help you get the most out of your Maxi. If you have additional questions, contact your hearing care professional.

- **Intended purpose**

The intended purpose of the audio product family is to amplify the volume and improve the speech intelligibility during conversations and TV-listening. It can also be used with other sound sources.

- **Intended user group**

The intended user group consists of people of all ages experiencing mild to severe hearing loss who need sound amplification in different situations.

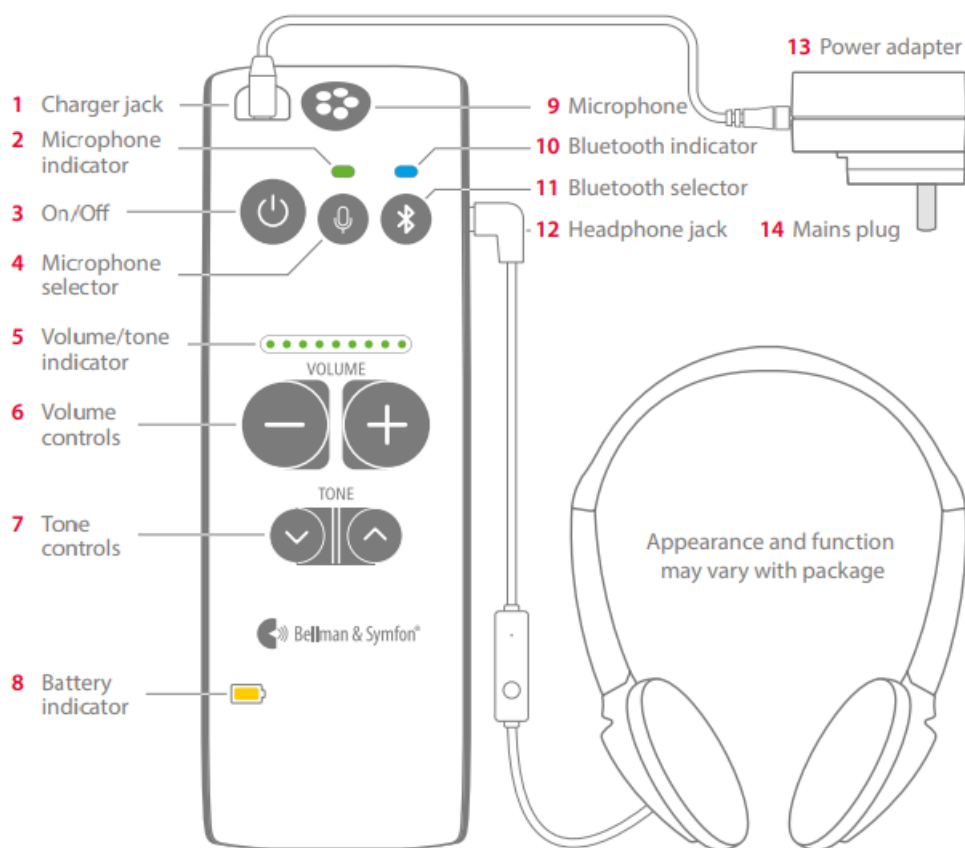
- **Intended user**

The intended user is a person with mild to severe hearing loss who needs sound amplification.

- **Principle of operation**

The audio product family consists of several amplifiers and sound transmitters which have been specifically developed to provide sound enhancement even in demanding situations. Depending on the as-signed function of the specific amplifier or sound transmitter, different microphones can be used to pick up direct sound or enhance the ambient sound.

## Overview



## About Maxi

Maxi Pro is a digital conversation amplifier that brings out the words so you can hear them loudly and clearly. Use Maxi to enhance the speech around the table, when you talk on the mobile phone or when you watch TV.

## Getting started

### Step 1: Charge Maxi

1. Connect the charging cable to the power adapter (13) and to the charger jack (1) marked in yellow.
2. Fit the mains plug (14) to the power adapter (13) and connect it to the power outlet.
3. The battery indicator (8) blinks in green during charging. After about three hours it emits a steady green light to show that that Maxi is fully charged.

### Step 2: Connect Maxi

Connect the supplied headphones, earphones, headset, earset or neck loop to the Maxi head-phone jack (12) marked in green.

### Step 3: Start Maxi

Press the On/Off button (3) for about one second to start Maxi. The microphone indicator (2) lights up in green and the current volume is shown by the volume/tone indicator (5) for three seconds.

To switch Maxi off, press and hold the On/Off button (3) for about three seconds until all indicators go out.

## Using Maxi to clarify speech

Maxi is equipped with a built in omni-directional microphone (9) that enhances speech. Place Maxi on a table close to the person talking, hold it in your hand or attach it to your clothes using the clip.

### **Adjusting the volume**

Press on the volume controls (6) to increase the volume and to decrease it. The microphone volume can be adjusted in 9 steps and the TV and mobile phone volume in 15 steps. The level is shown in the volume/tone indicator (5). Every time you turn on Maxi, the volume is set to low to avoid unpleasant sound levels.

### **Adjusting the tone**

steps. The level is shown in the volume/tone indicator (5). Every time you turn on Maxi, the volume is set to low to avoid unpleasant sound levels

Press the on the tone controls (7) to increase the treble and the to decrease it. The treble can be adjusted in 5 steps and is visible in the volume/tone indicator (5). Increasing the treble makes the S, F and T sounds more pronounced and the words easier make out.

## **Using Maxi with your mobile phone**

### **Pairing**

1. Make sure your Maxi is in microphone mode by pressing the microphone selector (4).
2. Press and hold the Bluetooth selector (11) until the Bluetooth indicator (10) starts to blink in blue.
3. Make sure Bluetooth is activated on your mobile phone. Open the Bluetooth menu in Settings and select "Maxi Pro" in the list.
4. The Bluetooth indicator will emit a steady blue light to show that the pairing was successful.

If your phone has been disconnected from Maxi, you need to reconnect it by repeating step 3 to 4.

### **Answering a phone call**

1. When the mobile phone rings, the Maxi Bluetooth indicator (10) blinks in blue. All other sounds are muted and you'll hear the ring signal in your headphones.
2. To answer the call, press the Maxi Bluetooth selector (11) or use the remote on your headset. You will now hear the enhanced voice of the caller in your headphones. Your voice will be picked up by the Maxi microphone.
3. To hang up, press the Bluetooth selector once more.

To decline an incoming call, press and hold the Maxi Bluetooth selector for 3 seconds.

### **Making a phone call**

When you talk on the mobile phone, you hear the enhanced voice of the recipient in your headphones. Your voice will be picked up by the Maxi microphone.

### **Streaming music**

Play a song on your mobile phone and press the Maxi Bluetooth selector (11) until you hear the music.

### **Using a headset with microphone**

When you talk over the phone, the sound will be picked up from the headset remote microphone instead of the Maxi microphone.

## **Using Maxi for TV listening**

In order to stream the sound from your TV, you need a Maxi Pro TV streamer, see separate user manual for

installation instructions.

### **Listening to the TV**

Turn on the TV, select a show and press the Maxi Bluetooth selector (11) until you hear the TV.

If you get a call during the show, the sound from the TV will be muted, so you can hear the caller's voice clearly. When you hang up, the sound from the TV will automatically come back.

### **Automatic reconnection**

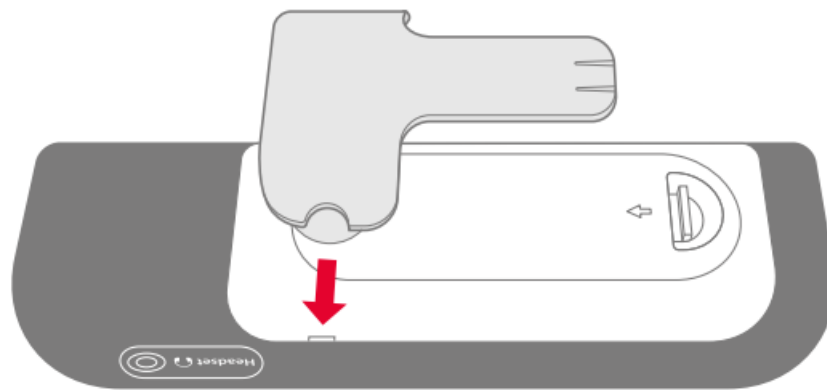
Maxi will automatically reconnect to your TV streamer as soon as it's within range, so you can bring Maxi when you visit family and friends without hassle.

### **Battery and charging**

Maxi is equipped with a rechargeable battery that lasts for up to 70 hours. When the battery indicator (8) starts to blink in red, it's time to charge it, see Charge Maxi.

### **Attaching the clip**

To attach the clip, place the clip against the back cover and press firmly until it locks. To remove it, pull the round handles out from the sides.



### **General warnings**

This section contains important information about safety, handling and operating conditions. Keep this booklet for future use. If you are just installing the device, this booklet must be given to the householder.

### **Hazard warnings**

- Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the device or other property.
- Keep this device out of reach of children under 3 years.
- Do not use or store this device near any heat sources such as naked flames, radiators, ovens or other devices that produce heat.
- Protect cables from any potential source of damage.
- This device has a very powerful amplifier and the sound level can cause discomfort or, in serious cases, endanger hearing if the product is used carelessly. Always turn the volume down to a low level before putting on the headphones!
- Protect the device from shocks during storage and transport.
- Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in

improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

- Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm, 12" to any part of this device, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

### **Information on product safety**

- Failure to follow these instructions could result in damage to the device and void the warranty.
- Do not drop your device. Dropping onto a hard surface can damage it.
- The power adapter must not be exposed to water drops or splashes and objects containing liquids, such as vases must not be placed on the unit. To disconnect the power fully, the adapter plug must be disconnected from the mains socket. The adapter plug must not be blocked and must be easy to access for the intended use. Rating information is shown on the rear.
- Do not block any of the ventilation openings. Install the device in accordance with instructions for use.
- Do not defeat the safety purpose of the polarized or grounding – type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the unit.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Do not dismantle the device; there is a risk of electric shock. Tampering with or dismantling the device will void warranty.
- This device is designed for indoor use only. Do not expose the device to moisture.
- Batteries are toxic. Do not swallow them! Keep out of reach of children and pets. If they are swallowed, consult your physician immediately!
- Only use power adapters and accessories specified in this booklet.
- The device may only be repaired by an authorized service center.
- If a serious incident occurs in relation to this device, contact the manufacturer and relevant authority.
- If you encounter other problems with your device, contact the point of purchase, your local Bellman & Symfon office or the manufacturer. Visit [bellman.com](http://bellman.com) for contact info.
- Rechargeable batteries should be charged fully before using the device for the first time. Only charge batteries in a temperature between 0°– 35° C, 32°– 95° F.
- Rechargeable batteries should only be changed by Bellman & Symfon or an authorized service center. There is a risk of explosion if the batteries are not replaced correctly.
- Do not use the device in areas where electronic equipment is prohibited.
- This device should not be used on aircrafts unless specifically permitted by flight personnel.

### **Configuration options**

These devices can be configured with the following original accessories:

- BE9122 Stereo headphones, black

- BE9124 In-ear stereo earphones, black
- BE9233 Headset with microphone, black
- BE9229 Earphones with mic. black
- BE9159 Neck loop, 90 cm cable, black
- BE9161 Neck loop, 15 cm cable, black
- BE9254 Single charger cord, white
- Power adapter, white
- EU/UK plug, white

For detailed product information, see the corresponding instructions for use.

## **Operating conditions**

Operate the device in a dry environment within the temperature and humidity limits stated in this leaflet. If the device gets wet or is exposed to moisture, it should no longer be regarded as reliable and should therefore be replaced.

## **Cleaning**

Disconnect all cables before you clean your device. Use a soft, lint-free cloth. Avoid getting moisture in openings. Do not use household cleaners, aerosol sprays, solvents, alcohol, ammonia or abrasives. This device does not require sterilization.

## **Service and support**

If the device appears to be damaged or doesn't function properly, follow the instructions in this booklet. If the product still doesn't function as intended, contact your local hearing care professional for information on service and warranty.

## **Warranty conditions**

Bellman & Symfon guarantees this product for two (2) years from date of purchase against any defects that are due to faulty materials or workmanship.

This guarantee only applies to normal conditions of use and service, and does not include damage resulting from accident, neglect, misuse, unauthorized dismantling, or contamination howsoever caused. This guarantee excludes incidental and consequential damage. Furthermore, the warranty does not cover Acts of God, such as fire, flood, hurricanes and tornadoes. This warranty gives you specific legal rights and you may also have other rights that vary with territory. Some countries or jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This guarantee is in addition to your statutory rights as a consumer. The above warranty may not be altered except in writing signed by both parties hereto.

## **Compliance information**

Hereby Bellman & Symfon declares that, in Europe, this product is in compliance with the essential requirements of the Medical Device Regulation EU 2017/745 as well as the directives and regulations listed below. The full text of the declaration of conformity can be obtained from Bellman & Symfon or your local Bellman & Symfon representative. Visit [bellman.com](http://bellman.com) for contact information.

- Radio Equipment Directive (RED)
- Medical Device Regulation (MDR)
- EC Battery Directive

- REACH Regulation
- Restriction of Hazardous Substances Directive (RoHS)
- Waste Electrical & Electronic Equipment (WEEE)

## Regulatory symbols



- With this symbol, Bellman & Symfon confirms that the product meets the Medical Device Regulation EU 2017/745.
- This symbol indicates the manufacturer's serial number so that a specific medical device can be identified. It's available on the product and gift box.
- This symbol indicates the manufacturer's catalogue number so that the medical device can be identified. It's available on the product and gift box.
- This symbol indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.



- This symbol indicates that the user should consult the instructions for use.
- This symbol indicates that it is important for the user to pay attention to the relevant warning notices in the user guides.
- This symbol indicates important information for handling and product safety.
- Temperature during transport and storage: -10° to 50° C, 14° to 122° F Temperature during operation: 0° to 35° C, 32° to 95° F





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Operating  
conditions



- 
- Humidity during transportation and storage: <90%, non-condensing Humidity during operation: 15% to 90%, non-condensing
  - Atmospheric pressure during operation, transportation and storage: 700hpa to 1060hpa
  - This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in the instructions for use.
  - With this CE symbol, Bellman & Symfon confirms that the product meets EU standards for health, safety, and environmental protection as well as the Radio Equipment Directive 2014/53/EU.



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- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Bellman & Symfon is under license. Other trademarks and trade names are those of their respective owners.
  - This symbol indicates that the product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment.

## Technical specifications

- **Dimensions and weight**

Size: 140 x 27 x 45 mm, 5.5 x 1.1 x 1.8" Weight: 127g, 4.3 oz.

- **Frequency and coverage**

Bluetooth frequency: 2402 – 2480 MHz Coverage: Up to 25 m, 27.5 yd, free field. Connectivity: Qualcomm® aptX™ LL

- **Power supply**

Input: 100 – 240V~, Output: DC 5V, 1.0A Battery power: 2 3.7V 750mAh Li-on Operating time: Up to 70 h  
Power consumption: 18 mA

- **Connections**

Headphones input: 3.5 mm mini-stereo jack Charger input: 2.5 mm jack

- **Microphone**

Built-in omnidirectional microphone

- **Frequency range**

20Hz – 8kHz (Mic), 20Hz – 20kHz (Bluetooth)

- **Output level with BE9229**

135dB @ 1kHz (SPL90) , 136dB (HF Ave. SPL90) Full-on gain: 49dB @ 1kHz,

Ref. test gain: 49dB @ 1kHz (SPL70)

- **Output level with BE9233**

122dB @ 1kHz (SPL90), 127dB (HF Ave. SPL90) Full-on gain: 36dB @ 1kHz

Ref. test gain: 36dB @ 1kHz (SPL70)

- **Mic SNR**

53dB @ 1kHz 1% THD (electrical)

Distortion: 0.2% THD @ 1kHz – 6dB @ 1% THD

- **Bluetooth SNR**

85dB @ 1kHz 1% THD, streamer

- **Output power**

Max 82mW @ 1kHz / 16Ω (THD=1%)

## **ISO Certification of legal manufacturer**

Bellman & Symfon is certified in accordance with SS-EN ISO 9001 and SS-EN ISO 13485.

SS-EN ISO 9001 Certification Number: CN19/42071 SS-EN ISO 13485 Certification Number: CN19/42070

Certification Body

SGS United Kingdom Ltd

Inward Way

Rossmore Business Park

Ellesmere Port, Cheshire, CH65 3EN

United Kingdom

## **Troubleshooting**

Most problems with Maxi Po can be solved quickly by following the advice below.

| If   | Try this  |
|--|---|
| I can't get the units to pair via Bluetooth.   | <ul style="list-style-type: none"> <li>Make sure that your Maxi is in microphone mode by pressing the microphone selector (4). Try pairing the units again by following the steps in the section <b>Pairing</b>.</li> </ul>   |
| Nothing happens when I press the Maxi On/Off button.   | <ul style="list-style-type: none"> <li>The batteries are depleted. Charge Maxi, see <b>Charge Maxi</b>.</li> </ul>  |
| The Maxi battery indicator is blinking in red.   | <ul style="list-style-type: none"> <li>The battery level is low. Charge Maxi, see <b>Charge Maxi</b>.</li> </ul>  |
| I hear no sound in my headphones, even though Maxi is turned on.                                 | <ul style="list-style-type: none"> <li>First, make sure the volume is at the required level. Then, check that the headphone plug is properly connected to the Maxi headphone jack (12).</li> <li>Increase the volume by pressing the <b>+</b> on the Maxi volume controls (6).</li> <li>Connect the headphones to another device, like a smart phone, and check if you hear any sound. If not, the headphones may need to be replaced.</li> <li>If Bluetooth mode is selected, make sure that the TV streamer or mobile phone is within range, paired and streaming a sound.</li> </ul> |
| I don't hear the mobile phone in my headphones.  | <ul style="list-style-type: none"> <li>Make sure Bluetooth is activated on your mobile phone and that it is paired with your Maxi, see <b>Pairing</b> in the <b>Using Maxi with your mobile phone</b> section.</li> </ul>   |
| I don't hear the sound of the TV in my headphones.   | <ul style="list-style-type: none"> <li>Make sure the TV streamer is within range and paired with your Maxi, see <b>Pairing</b> in the <b>Using Maxi for TV-listening</b> section.</li> </ul>  |
| The sound from the TV or mobile is too low, even though the Maxi volume is at the highest level. | <ul style="list-style-type: none"> <li>Try to increase the volume on your TV or mobile phone instead.</li> </ul>  |
| I hear a high-pitched noise in my headphones.  | <ul style="list-style-type: none"> <li>Lower the volume or increase the distance between Maxi and the headphones.</li> <li>Direct the Maxi microphone (9) away from you.</li> </ul>   |
| Maxi seems unresponsive/frozen.  | <ul style="list-style-type: none"> <li>Press and hold the On/Off button (3) for ten seconds until Maxi turns off.</li> <li>Press the On/Off button for about one second to start Maxi again.</li> </ul>   |



## Manufacturer

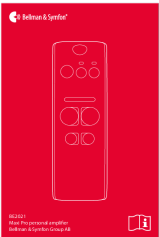
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## Documents / Resources



[Bellman Symfon BE2021 Personal Amplifier With Earbuds](#) [pdf] User Manual  
BE2021 Personal Amplifier With Earbuds, BE2021, Personal Amplifier With Earbuds, Amplifier With Earbuds

## References

- [Bellman & Symfon | Start](#)

[Manuals+](#)