

Be part of the moment.



## Bettear **SHOW** | Quick Start Guide

Real-time audio sampling and broadcast system

[www.bettear.com](http://www.bettear.com)



### Highlights:

- Low Latency Performance
- Personalized Sound
- Automatic Wi-Fi Connection
- Dynamic Visual and Textual Contents
- Up to 1,000 Users
- Live Transcribing
- Automatic Gain Control (AGC)

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## OVERVIEW

The B-SHOW streamer allows you to efficiently stream real-time audio over Wi-Fi, providing a personalized listening experience for the users. Through the free Bettear app, users can connect and enjoy live audio content customized to their preferences, delivered through their earphones, cochlear implants, hearing aids, or induction loop receiver. The B-SHOW streamer combines state-of-the-art technology with user-friendly design, making it a top-of-the-line product that's easy for anyone to operate.

The app enables you to easily customize audio on-the-fly and offers an optional sound calibration process for even better audio quality. With easy configuration through the web management dashboard, you can upload transcriptions in real-time, add event descriptions with images and text, and customize the app to your liking, making it a perfect fit for your users' needs.



## SAFETY PRECAUTIONS

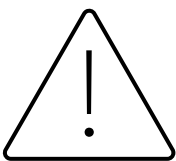
### HEARING SAFETY

This product is designed to amplify audio to a high-volume level which could potentially cause hearing damage if used improperly. To protect your hearing make sure the volume is turned down before putting on the headset, then adjust the volume up to the minimum setting required to hear clearly. Do not allow children or other unauthorized individuals to have access to this product without supervision.

\*This device is equipped with Automatic Gain Control AGC to prevent the sensation of intense noise bursts.

### MEDICAL DEVICE SAFETY

Before using the B-SHOW streamer with implantable or other medical devices, consult your physician or implant manufacturer, or medical device manufacturer. Always make sure you are using this product in accordance with the safety guidelines established by your physician or the implantable device manufacturer.

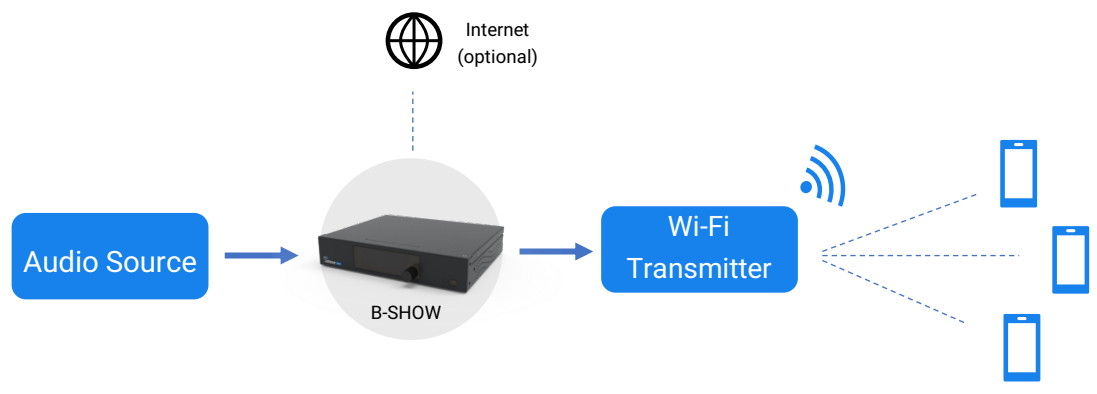


#### Warning

Internal settings, adjustment, maintenance, and repairs may be performed only by a skilled technician who is aware of the hazards involved.

Always observe standard safety precautions during the installation, operation, and maintenance of this product.

## APPLICATION TOPOLOGY



**Internet access is required for firmware updating and cloud services.**

**Internet connection can be either wired or wireless.**

- Wired (Wi-Fi) based internet access requires a designated USB to Wi-Fi dongle.
- Wired internet connection requires a designated USB to Ethernet adapter or using a Switch.
- For further information refer to the User Manual at [www.bettear.com](http://www.bettear.com)

Firmware updates are downloaded and automatically installed every time the B-SHOW is turned on if it is connected to the internet.

## COMPONENTS

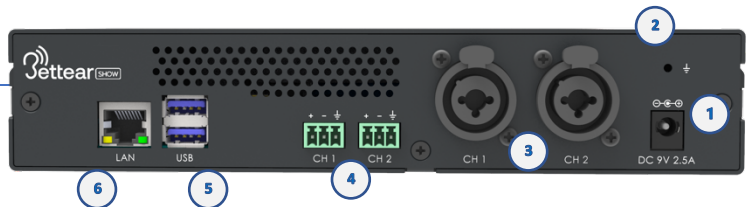
### FRONT PANEL

1. Power ON/OFF Button
2. Blue POWER-ON LED Indicator
3. Clickable Rotary Menu Button
4. Display



### BACK PANEL

1. DC Power Input
2. Ground Screw
3. Two Analog Inputs: Combo Jack (XLR+PL ¼")
  - Note: XLR Jack – Balanced | PL Jack – Unbalanced
  - Configuration: 1 Stereo/2 Mono
4. Terminal Block Inputs (Balanced)
5. 2x USB 3.0 Ports
6. Gigabit Ethernet



Note: inputs 3 and 4 are wired in parallel

## QUICK START

### 1. CONNECT TO AUDIO

Connect the desired audio source to one of the inputs in the B-SHOW streamer's rear panel.

Use the combo XLR and PL inputs or the terminal inputs.

\*XLR and terminal are both balanced inputs | PL input is unbalanced.

### 2. CONNECT TO NETWORK

Use an Ethernet cable to connect the B-SHOW to the local area network (LAN).

Make sure your network is properly configured (see "Network Configuration" section on page **Error! Bookmark not defined.**).

\*Enable DHCP setting from the B-SHOW menu if no other DHCP server is running on your network.

### 3. PLUG IN THE POWER CABLE

A blue power LED on the front panel indicates that the B-SHOW is turned on. After a few seconds an "initializing" message will appear on the display, followed by the Betttear logo. Finally, the display will turn black indicating that the system is ready for use.

Pressing the clickable rotary menu button for 3 seconds will activate the B-SHOW display. Use the button to control the device settings.

\*The display turns off automatically after 20 seconds if no user engagement was detected.

\*In case of power outage, the B-SHOW will automatically turn on once the power is back

\*To manually power off the B-SHOW use the power button on the front panel.

\*If the system does not respond, press the power button for 10 seconds to force power off.

### 4. USE THE MOBILE APP

Download the Betttear app, available on Google Play & the Apple App Stores. Once in the venue, tap to search for an accessible show. Tap CONNECT and then tap the PLAY button to enjoy accessible audio.

### 5. MANAGEMENT DASHBOARD

For advanced settings enter the local management dashboard or the cloud-based dashboard (see the "Management Dashboard Guide" at [www.betttear.com](http://www.betttear.com) for more details).

## TIPS

To avoid human errors, we suggest to directly connect the B-SHOW inputs to a stable source without sensitive controls like an audio processor output, a parallel input of the main loudspeakers' amplifier and alike, thus ensuring that sound outputs simultaneously from the venue's loudspeakers and from the B-SHOW system.

It is recommended to use a balanced cable to connect the audio source and the B-SHOW streamer (especially for long distance connection).

### **A tip for achieving optimal input level:**

1. Disable AGC.
2. Set the B-SHOW channels' level to 0-15dB.
3. After setup, play music from the venue's loudspeakers. Adjust the volume to the level of typical use.
4. Adjust the output level of the audio source (sound console, digital processor etc.) until the signal meters on the B-SHOW display will be in proximity to the vertical black line shown on the dotted meters area.
5. Re-enable AGC.

## TROUBLESHOOTING

### **The Bettear app installed on a smartphone is unable to find and connect to a B-SHOW device:**

- Manually connect to the desired Wi-Fi network. Verify that the device is successfully connected. If the connection failed, recheck network configuration (page **Error! Bookmark not defined.**).
- Enter the cloud-based local management dashboard and verify that the B-SHOW streams are enabled.

### **The B-SHOW device is deactivated:**

- In this case, the B-SHOW device is locked.
- Contact the device provider to activate it.

### **Poor audio quality: interruptions, audio cuts out, distorted sound, high latency, or background noise:**

- Check the sound source for noise, distortion, or inappropriate volume level. (see "TIPS" in page 7).
- Try using balanced inputs to get clearer sound and to avoid electrical interferences.
- Recheck the network configuration (page **Error! Bookmark not defined.**) and use the Wi-Fi analyzer to select the best channel to use in your space.
- If using stereo audio, verify that two input cables (not only one) are connected to the input channels of the B-SHOW.



## WARRANTY

Please visit [www.bettgear.com](http://www.bettgear.com) for warranty and service information.

WARNING: Electrical Shock Hazard. No user serviceable parts inside. To reduce the risk of electrical shock, do not remove or open the cover. Please contact Bettgear for assistance.

## PRIVACY POLICY

Please visit [www.bettgear.com](http://www.bettgear.com) for warranty and service information.

## SUPPORT

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