



Demo Experience – Self Support Guide

Version 1.0 (November 2024)

READ THIS DOCUMENT CAREFULLY BEFORE USE



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1. Content of the Packages

- a. **Package 1** – Nuance Audio portable solution including:
 - i. Nuance Audio Demo Glasses – Square 54 Shiny Black not for sale (including charging pad and accessories)
 - ii. Neckband
 - iii. Samsung smartphone (including IoT SIM)
 - iv. Control box
 - v. 16 pairs Clip-on Lenses
 - vi. Wall charger
 - vii. Printed instructions
- b. **Package 2:** Powerbank + usb-c cable

If you have not received both packages, go to the contact section and refer to support.

2. Portable Solution Set-up

Unpacking and installation: before proceeding with the installation, please **read** the following instructions and **watch** the video by scanning the QR code on the side.

The video shows how to set up the portable solution and how to use it on a daily basis.

Scan the QR code



for a detailed video tutorial

Perform the following steps in the assigned order:

1. You will receive two separate items: the Nuance Audio Portable Solution and a powerbank
2. Remove the glasses from their case and place them on the charging pad, restore the case in its spot
3. Take the powerbank and fully charge it before inserting it into the portable solution kit.
Note: If you notice any unusual behavior or excessive heating in the power bank, please disconnect it immediately and report the issue
4. Once the powerbank is fully charged, lift the tray via the tab to access the bottom compartment where you will insert the powerbank in its dedicated spot
5. With the two tabs, secure the powerbank and insert the two power cables labelled A and B
6. Take the tray and reposition it inside the suitcase
7. Make sure that all the components, demo glasses, smartphone and neckband are connected and charging
8. Make sure to properly store the USB-c cable and wall charger because they will be needed to externally charge the suitcase, which will then charge all the components inside, on a daily basis

IMPORTANT NOTES

The demo kit will not work properly if all components are not sufficiently charged (>30%).

This means that the demo kit should be charged daily.

3. Nuance Audio Demo-APP

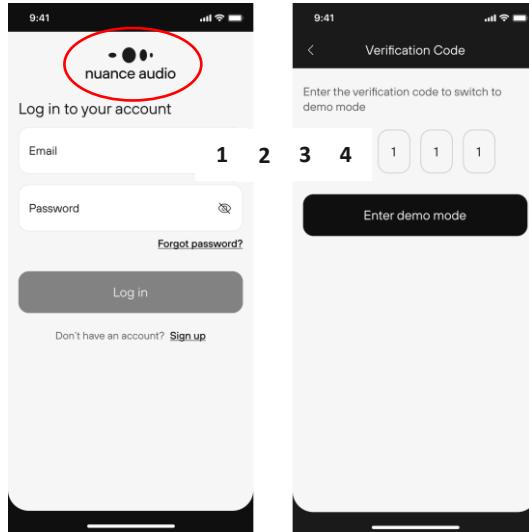
Smartphone Setup:

- You will receive a Samsung smartphone, which will only display the Nuance Audio app to be used exclusively for in-store demonstrations.
- The Nuance Audio app is pre-installed on the device and the demo glasses already paired

Turn on the smartphone and **enter the APP demo mode**:

- Step 1: Open the Nuance Audio App
- Step 2: Tap on the Nuance Audio logo (top part of the screen) 7 times rapidly
- Step 3: You will be prompted to enter a 4-digit passcode to activate demo mode
- Step 4: Enter the 4-digit access code provided: '1234' *

*this code might change in the future. If so, it will be promptly communicated

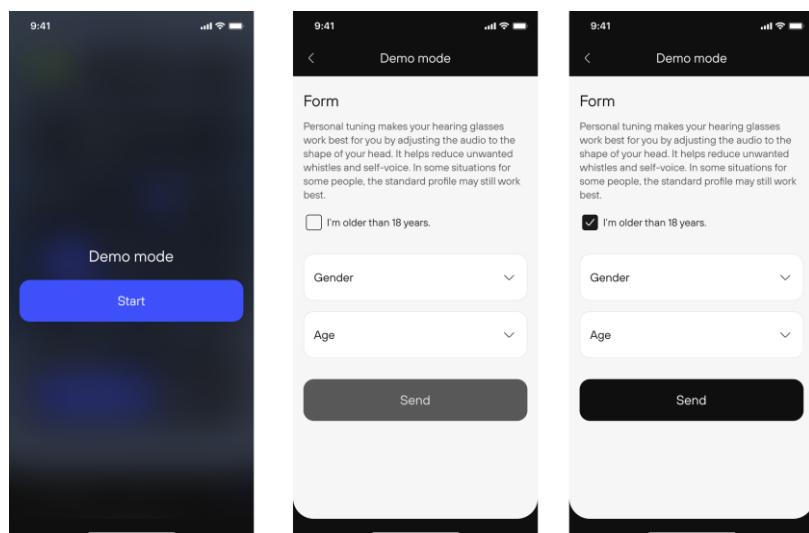


Once entered the demo mode App, you are ready to start the demo experience.

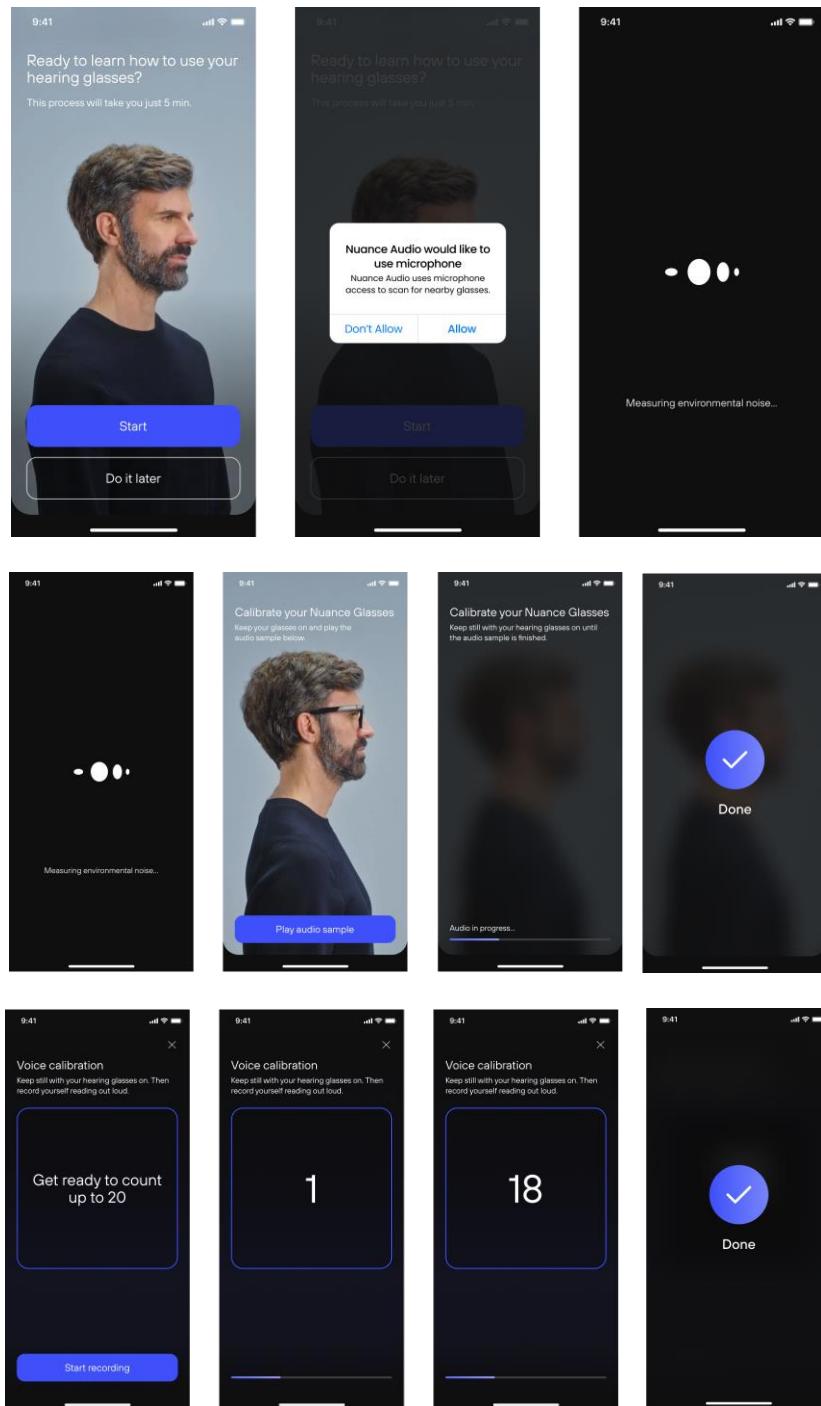
Remind to always start a new demo session for each user approaching the demo experience.

The application will ask you to enter user data. The questionnaire is anonymous, and information are collected for analytics purposes.

Opt-in for users to be 18+ years old is mandatory.



Once user's information has been collected, the App will prompt the the calibration phase. Calibration requires a quite environment to be performed. It can be skipped for demo purposes but still remains a fundamental step to inform the user to complete on the final product.



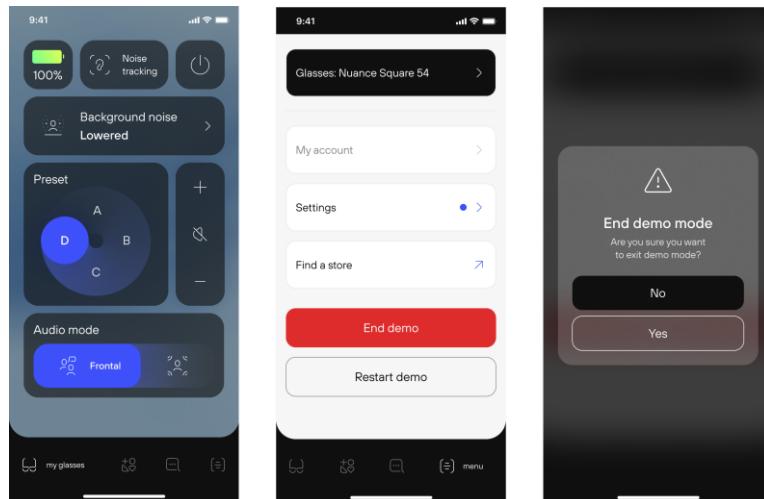
You can now check the App homepage.

The demo mode user interface is crafted to be user-friendly and intuitive, mirroring the end consumer interface to ensure familiarity.

An important distinction in demo mode is the on/off button positioned on the top right corner of the screen. This button is functional to the experience so to support the with/without glasses amplification effect without having to remove them.

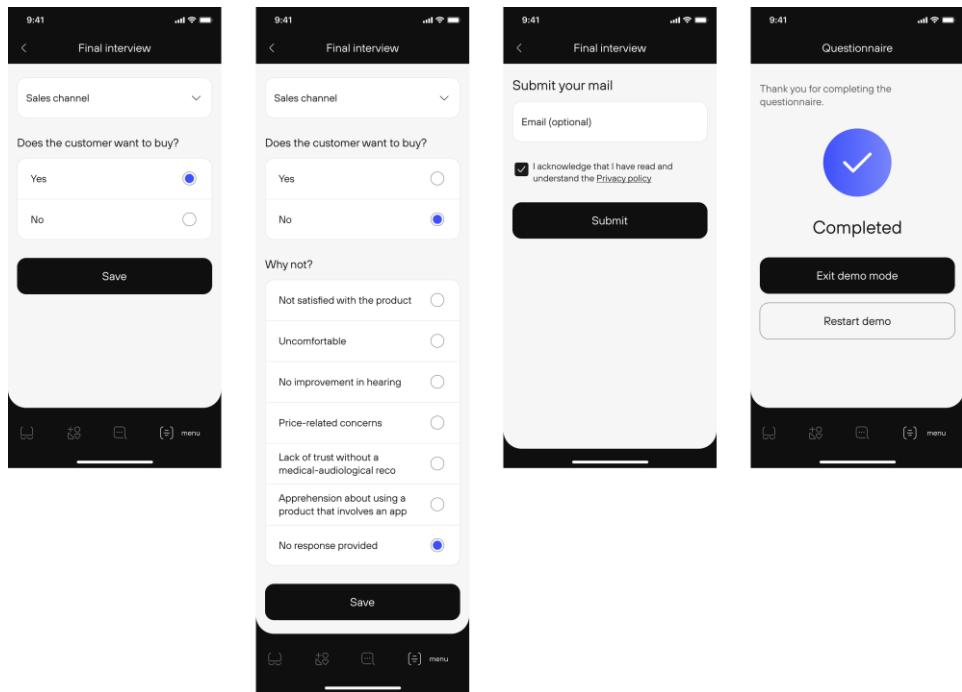
The app provides a range of adjustable settings that you should be familiar with to run the demo. Here's a list of key settings you can explore and switch between:

1. **Noise Tracking:** Adjusts how ambient sounds are managed, allowing for a tailored audio experience.
2. **Battery Level:** Displays the remaining battery life of the glasses, ensuring users stay informed about usage time.
3. **Background Noise:** Allows control over the level of external noise that can be heard while using the glasses.
4. **Presets:** Offers pre-configured audio settings for various environments, enabling users to quickly adapt their listening experience.
5. **Volume:** Controls the audio output level, ensuring optimal sound quality based on the user's preferences.
6. **Audio Mode:** Switches between different sound modes (e.g., stereo, mono) to suit various listening situations.
7. **Navigation Menu:** Provides access to additional features and settings within the app for a comprehensive user experience.



After each demo session remind to restart a new one. To do so, go to app menu (bottom right corner) and select "Restart Demo".

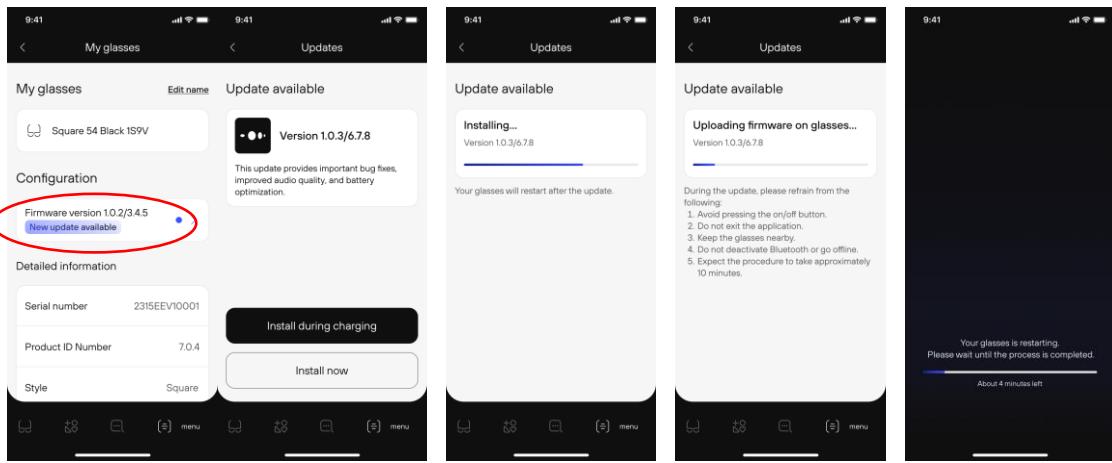
A questionnaire will pop out and ask you to determine whether the user completed the purchase and, if not, provide a reason why choosing from a predefined picklist.



Firmware Updates

The Nuance Audio App, as well as the Nuance Audio demo glasses, will require firmware updates (click where highlighted by red circle to install updates).

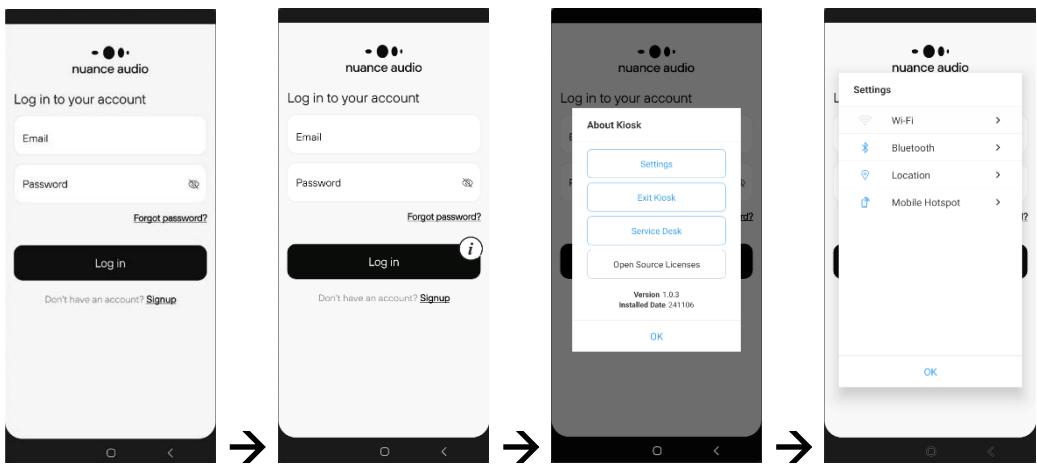
It is crucial to keep the devices updated in order to always provide the best experience.



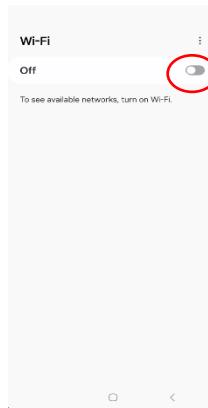
3.1 Smartphone settings

Access to Samsung's smartphone settings is limited. To access few settings during support procedures, you need to start from the login page. Follow these steps:

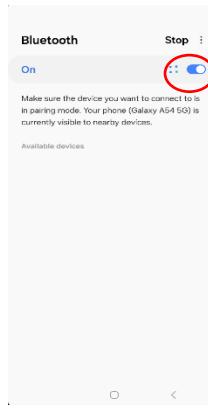
- Click on Android Home button
- Click on the “i” (information) icon – next to log in
- Click on settings for more information about: Wi-Fi, Bluetooth, location and hotspot mobile



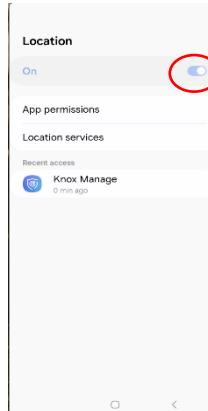
- Click on Wi-Fi and make sure it is turned off.



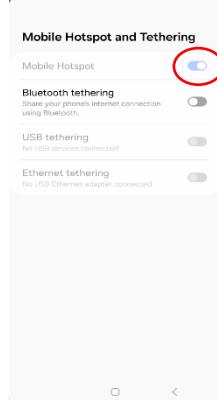
- Click on Bluetooth and make sure it is turned on.



- Click on location and make sure the GPS positioning service offered by the smartphone is activated.



- Click on Mobile Hotspot and tethering to verify the Mobile Hotspot service offered by the smartphone is turned on.



- To exit the Kiosk mode, it is necessary to ask support to generate a one-time 9-digit code.



4. Tips to perform the demo experience

To perform the demo experience it is important to switch between settings according to:

- **Environment:** adjust the settings according to how noisy the environment around you is.
- **User's characteristics:** if you already know the users' hearing loss severeness, adjust the settings accordingly. For users with a moderate hearing loss, start with a stronger preset (C or D), otherwise keep the settings on a lighter amplification.

Quiet environment:

If you're in a quiet environment, start with Preset A and set the volume to level 3. Ensure the glasses are in frontal mode and the background noise is "low."

Is the user happy with that? Always check if the experience is going well.

Noisy environment:

And what if the location is exceptionally crowded and noisy that day? You can try selecting Preset C and setting the volume to level 3. Always ensure that the glasses are in frontal mode and that the background noise is low.

If the amplification still doesn't come through clearly, increase the volume and the background noise filtering. After all, the effectiveness of any preset varies for each individual.

5. Spare parts replacement

6. Frequently Asked Questions

TECHNICAL FAQS

- **The portable solution is not working, what should I do?**

It is possible that the power bank has run out of power and therefore needs to be charged outside the portable solution and then reinserted inside.

- **Why is the powerbank not charging the other components?**

If the power bank reaches a battery level of zero, you must take the power bank out by lifting the tray and charge it at an external power outlet, and then reinsert it into the portable solution. This procedure will allow the pass-through function of the power bank to function and thus charge all other components even once the portable solution is plugged into an external power outlet.

- **Can I remove the phone from the demo box?**

No, the phone is meant to stay inside the portable and to be used exclusively for the demo experience. Store staff is the one in charge of handling the phone and should always put it back in the Portable Solution at the end of the demo experience.

- **Does the demo mode app collect sensitive information used to demonstrate the glasses?**

No, the demo mode app does not store any personal or sensitive information. Data are collected anonymously and for statistics purposes only.

- **Is the smartphone locked in single app mode?**

Yes, the Nuance Audio App starts automatically when the phone is switched on and remains in foreground indefinitely. This is under control of central IT and cannot be bypassed from the phone. It is fundamental to always make sure that the app is in demo mode, in order to do so go to menu and check if there is the option "End Demo", if so, your app is currently in demo mode, otherwise no.

To enter the demo mode tap 7 times on the Nuance Audio Logo and insert the 4-digit code.

- **Is the iPhone using the store's Wi-Fi or mobile network?**

No, the smartphone has an iOT SIM that allows it to connect to the Internet.

- **The neckband is not paired anymore with the control box, what can I do?**

In this case you need to pair it again with the control box. To do so, put the neckband into advertising mode keeping the on/off button pressed until the light flashes. Then press the on/off button to put in stand by the control box. Keep both buttons, on/off and noise, pressed on the control box for few seconds. This will force restart the Bluetooth pairing process and then allow the control box to find the neckband and pair again with it.

- **Is the demo app different from the one the user will be installing with the final product?**

No, functionalities are the same, but it has been developed to be used in the store only for demo mode. Remember that to enter the demo mode you must tap 7 times on the Nuance Audio Logo and insert the 4-digit code.

- **How do I change the language on the luggage?**

Turn on the control box by holding the on/off button until you hear the startup jingle. Briefly press the on/off button again (less than a second) to cycle through the available languages. When the desired language is announced, press and hold the central button (noise simulation) for 3 seconds until the control box say "language saved"

EXPERIENCE FAQS

- **How long does it take until the metallic sound adjusts?**
It usually takes a few days. Your brain needs time to get used to sounds you couldn't hear before.
- **Is it normal that my voice sounds strange and loud?**
Absolutely. When amplified, your voice may sound different, like listening to a recording of yourself. However, like hearing aids, this effect usually fades after a few days.
- **Can these glasses replace my hearing aids?**
It depends on your hearing loss level. These glasses are meant for perceived mild to moderate hearing loss.

7. Contact & Support

Before reaching out for support, make sure:

1. Watching the video tutorial (available via QR code)
2. Access the resources in the support section of the Demo App
 - a. Troubleshooting
 - b. FAQs
 - c. Learning Center
 - d. User manual

EssilorLuxottica stores in USA - Call Center (Free Phone)

LensCrafters/Antoine Laoun 877-765-5252

Pearle Vision Corporate 877-573-2753

Target Optical 888-589-6884

For Eyes 800-422-1924

Wholesale - Call Center

Toll free number 1-800-422-2020