

jabbla
We all have a voice



Hey_

Operating instructions

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This document is a translation of the original Dutch user manual.

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A Introduction

1 Introduction

The Hey_ is a small portable powerful speaker to clearly transfer speech from a device to its surroundings. A bluetooth connection can be made between your device and the Hey_.

The Hey_ is available with a display and without display. The Hey_ with display, allows you to transmit text in addition to sound. The text appears on the display in 1, 2 or 3 lines of text, depending on the settings. To be able to send text to the display, you need compatible software such as Mind Express.



Figure 1: The Hey_ with display



Figure 2: The Hey_ without display

During the development of the Hey_, a lot of attention was paid to the casing. The design guarantees optimum acoustics and robust protection of the internal components. You can connect a switch to the Hey_. By using an optional adapter, you can connect 2 switches. There is a USB C connection on the side of the device for charging the device.

The Hey_ is supplied with a tray stand. The tray stand consists of a frame for slotting the Hey_ into, and a support that can be swiveled out in order to place the Hey_ in the desired position on a flat surface. The tray stand can also be attached to a tablet, using the adhesive strips.



NOTE

To make optimal use of the Hey_, we recommend that you read this user guide carefully before using the device. Keep this user guide for future reference.

2 Intended use

The device has a communication supporting function. This device is intended for general use in everyday life for people (from the age of 3) with a communication disorder (who are not able to speak or cannot speak clearly). Users must have adequate motor and mental abilities to use the device.

See also

Prohibited use on page 4

3 Prohibited use

The device must not be used for clinical, therapeutic or diagnostic purposes.

The device may not be used for purposes other than those specified in the intended use.

No modifications may be made to the device without consulting with and permission from Jabbla. Carrying out modifications can have consequences for safety, the warranty and compliance with regulations.

See also

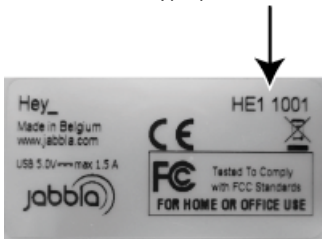
Intended use on page 3

4 Service life

The expected service life of the device is 5 years. The quality and service life of the battery depends on the use.

5 The type plate

You will find the type plate with the serial number of the device on the rear panel.



6 Technical data

Specification	Explanation
Screen	The Hey_ is equipped with a display. OLED display 256 x 64 pixels There is also a version of the Hey_ without a display.
USB	USB type C
Battery	Internal battery
Weight	Hey_ without display: <ul style="list-style-type: none"> • Speech box: 150 g (0.330 lbs) • Tray stand 100 g (0.220 lbs) Hey_ with display: <ul style="list-style-type: none"> • Speech box: 160 g (0.353 lbs) • Tray stand 100 g (0.220 lbs)
Dimensions	<ul style="list-style-type: none"> • Speech box: 158 mm x 65 mm x 19 mm (6.22 inch x 2.56 inch x 0.75 inch) • Speech box with tray stand: 168 mm x 92 mm x 25 mm (6.61 inch x 3.62 inch x 0.98 inch)
Connectivity	Bluetooth
Connection switch	One switch can be connected. To connect 2 switches, you need to use the optional adapter.
Audio	There are 2 powers speakers provided.
Battery capacity	The Hey_ can work continuously for 2 days at a normal volume. With normal use you can use the Hey_ for at least 2 days without charging the device.

B Description and operation

1 Introducing the Hey_

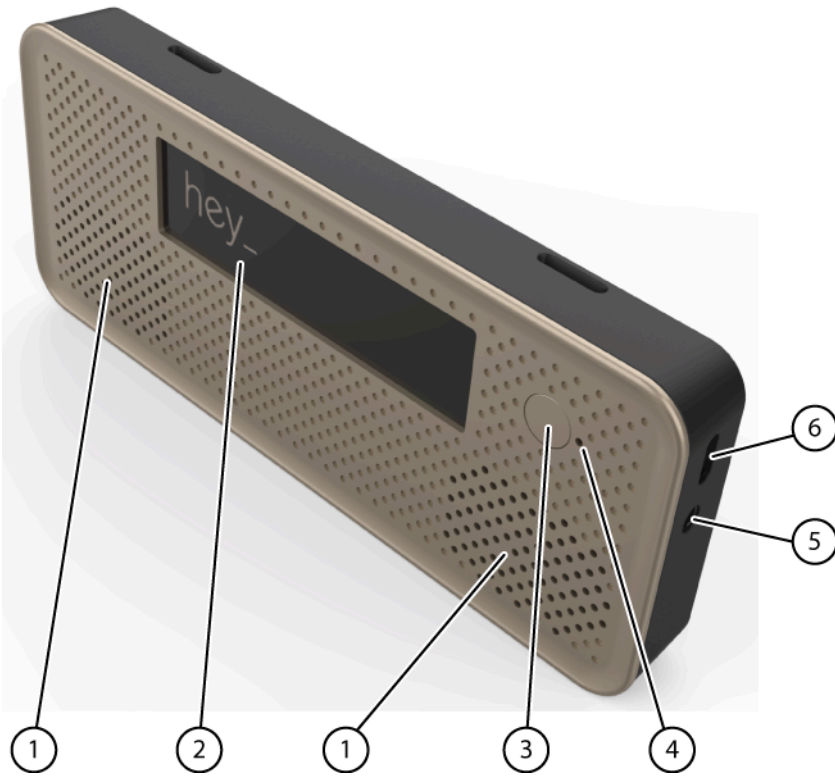


Figure 3: Hey_

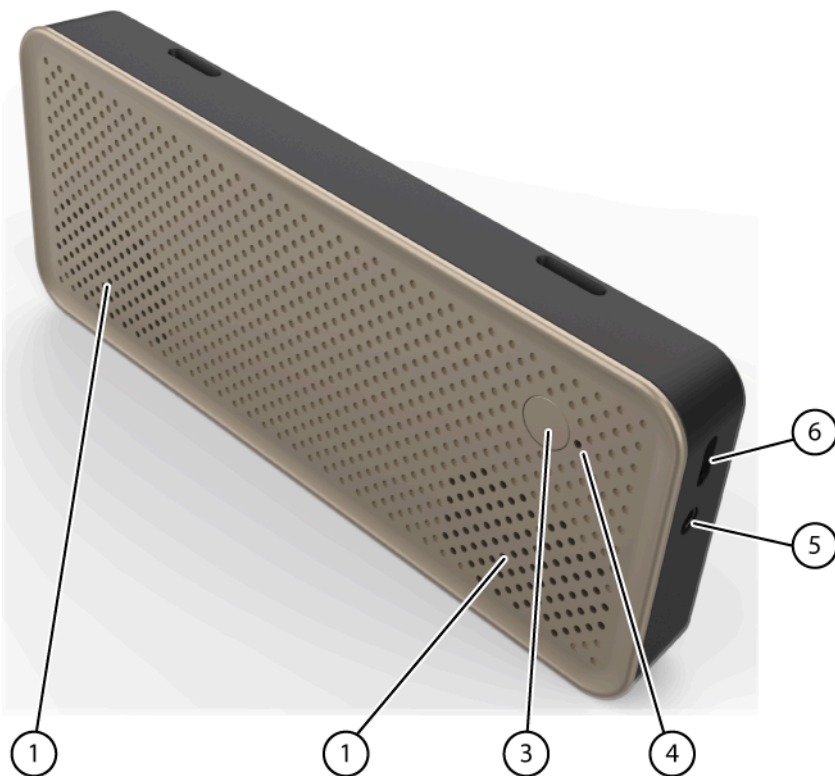


Figure 4: Hey_ without second display

No.	Identification	Explanation
1	Speakers	The device has a number of powerful loudspeakers.
2	Display	The Hey_ is equipped with a display on which text can be displayed. There is also a version available without a display.
3	On/off button	This allows you to switch the device on or off. You can also use this to reset the device by pressing and holding the button for more than 4 seconds.
4	Indicator	The indicator shows the status of the device: <ul style="list-style-type: none"> no indicator light: device is switched off and is not charging. 3 x flashes every 7 seconds: device is charging green: battery capacity is sufficient (# 30%) orange: battery capacity is insufficient (< 30%) red: battery capacity is too low (< 7%) blue: there is a bluetooth connection with a device.
5	Connection switch	This input is for connecting a switch. By using an optional adapter, you can connect 2 switches.
6	USB C	This connection is to charge the device using the power adapter included.



Figure 5: Hey_ tray stand

No.	Identification	Explanation
7	Tray stand	The Hey_ has a folding stand. The stand is designed so that the device can be ergonomically supported on a tray.

2 Operation

The Hey_ is a small portable powerful speaker to clearly transfer speech from a device to its surroundings. A Bluetooth connection can be made between another device and the Hey_.

The Hey_ is available with a display and without display. The Hey_ with display, allows you to transmit text in addition to sound. The text appears on the display in 1, 2 or 3 lines of text, depending on the settings. To be able to send text to the display, your device must have:

- compatible communication software, such as Mind Express
- Windows 10 with the operating system

Thanks to a device with compatible software, the user can form voice messages by selecting images and/or symbols. This message is forwarded to the Hey_ via the bluetooth connection. The Hey_ then transmits the message clearly via the speakers and/or the display. The display serves as a second

screen. The user can hand the Hey_ to the conversation partner. The bluetooth connection can send sound and text to the Hey_ up to a distance of approximately 10 meters.

3 Accessories and options

An optional adapter can be supplied, enabling you to connect 2 switches.

C Safety

1 Safety

**CAUTION**

When attaching the tray stand to a tablet, ensure that the tray stand is securely adhered so that it does not detach at the slightest impact.

**CAUTION**

When placing the device in the tray stand, make sure that the device is securely clicked in place so that it does not come off at the slightest impact.

**NOTE**

The device uses an internal Li-ion battery. Ensure the device is safely disposed of. Keep to the current waste regulations that apply in your region.

**NOTE**

If you are not using the device for a longer period of time, always store it with the battery fully charged. Ensure that the unit is switched off.

**CAUTION**

Avoid heat sources in the vicinity of the device, or areas that may become particularly hot. For example, in summer it can become very hot in a car. Temperatures that are too high may adversely affect the performance of the battery life.

**CAUTION**

The device is not watertight. Moisture or dirt can enter through the speaker openings and connectors. This may affect the quality of the loudspeakers. Always try and avoid situations that could cause moisture or dirt to enter the loudspeaker openings. Also take precautions when cleaning the device and always follow the cleaning instructions.

**CAUTION**

Do not use the tray stand as a handle for carrying the device! By using the tray stand as a carrying handle, it may detach from the tablet, causing the tablet and possibly the device to fall and sustain damage.

The Hey_ is equipped with bluetooth. Please observe the following safety precautions:

**CAUTION**

Do not use the device on a plane. Switch off the device.

**CAUTION**

Do not use the device in the hospital in the vicinity of medical electronic devices. The transmitted radio waves may affect the equipment.

**CAUTION**

Do not use the device in an environment where flammable gases are present (such as gas stations).

D Getting started

1 What's in the box?

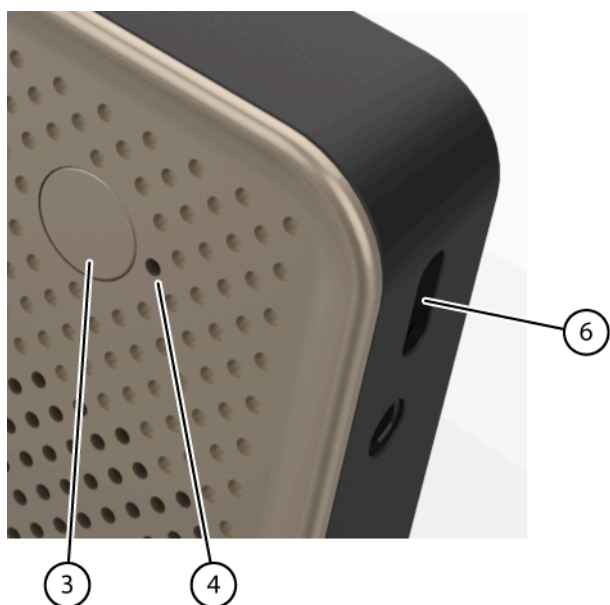
The device is supplied with the following parts:

- a USB C cable
- a power adapter
- quick start guide



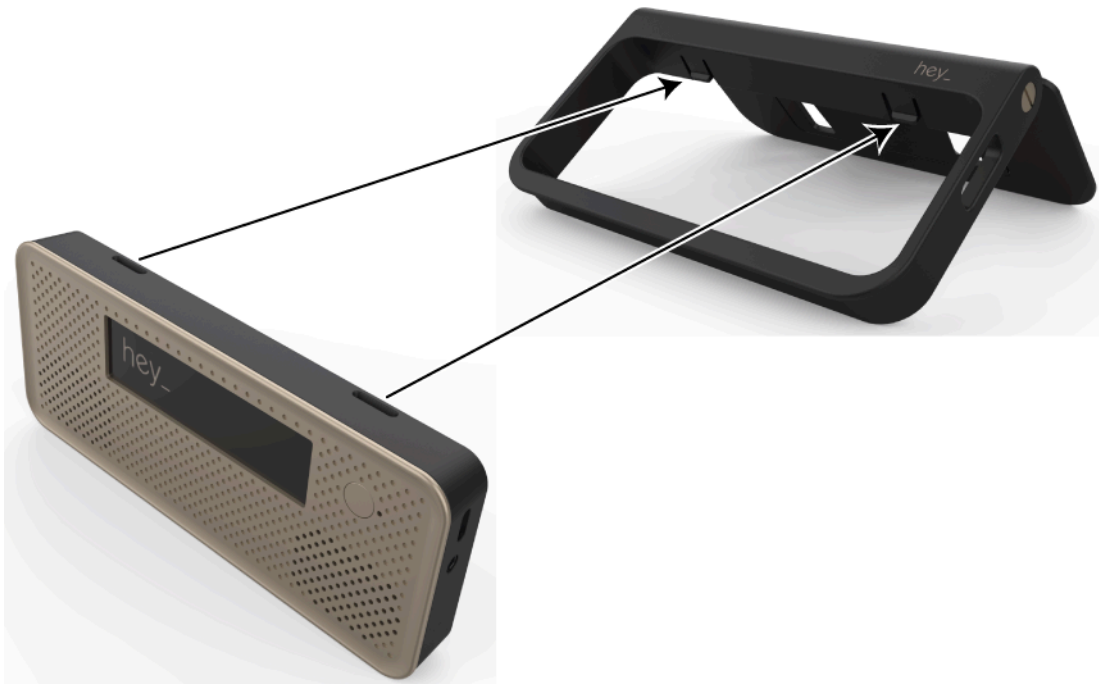
Figure 6: Power adapter and USB C cable

2 First use



1. Connect the supplied power adapter between the device (6) and the mains power.
Every 7 seconds, the indicator will flash 3 times. Depending on the battery status, the indicator will flash red (< 7%), orange (between 7% and 30%) or green (# 30%). Once the device is fully charged, it will no longer flash and the indicator will remain on.
2. Start up the device. Press the on/off button (3).
During the device startup the indicator will light briefly at one second intervals. Once the device has started up and is ready for use, the indicator will stay on.

3 Fixing the device in the tray stand



1. Place first the bottom side of the speech box in the frame of the tray stand.
2. Press on the top of the speech box until the lock clicks in the speech box openings.

See also

Removing the device from the tray stand on page 10
Attaching the tray stand to a tablet on page 10

4 Removing the device from the tray stand



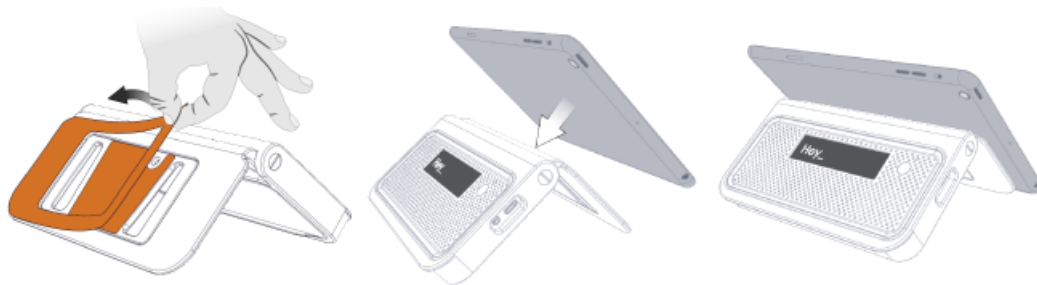
1. With your fingers, press the top of the speech box at the rear and press your thumbs against the front to stop the speech box from moving. Press until the speech box detaches itself from the frame.
2. Carefully remove the speech box from the tray stand.

See also

Fixing the device in the tray stand on page 9

5 Attaching the tray stand to a tablet

It is best to attach the tray stand at temperatures between 21 °C and 38 °C (70 °F and 100 °F).



1. Position the Hey_ in the tray stand frame.
2. Place the tray stand against the tablet in order to check the position of the tray stand.
3. Clean and dry the surface on the tablet.

Use an isopropyl alcohol/water mixture or heptane.



CAUTION

When using solvents, follow the manufacturer's precautions and operating instructions.

4. Remove the foil from the adhesive strips.
5. Press the tray stand firmly into the desired position.

See also

[Fixing the device in the tray stand on page 9](#)

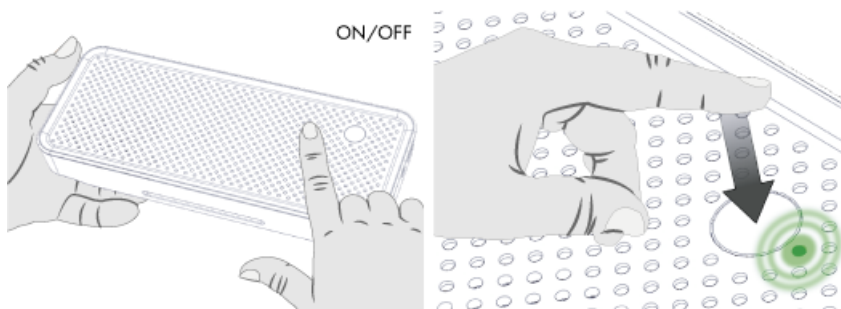
6 Storing the device for an extended period

1. Shut down the device.
2. Fully charge the device.
3. Store the device in a dry place at room temperature (20 °C).
4. Fully charge the battery every 6 months.
If you allow the battery to get empty, the device will no longer start.

E Control

1 Starting up the device

Press the on/off button on the device.



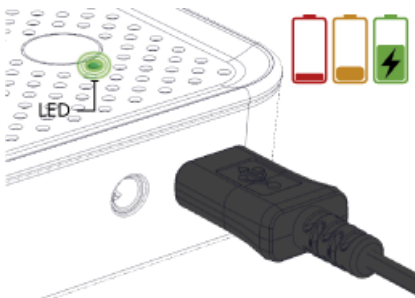
See also

- Switching off the device on page 15
- Resetting the device on page 15

2 Charging the device

The amount of time you can use your device without needing to charge it depends greatly on how you use it and the audio volume.

If the device is used a lot, it is recommended to recharge the device daily. To do this, use only the supplied power adapter. The device can still be used while charging.



1. Check the power status. See [Viewing the power status](#) on page 12.
2. Connect the supplied power adapter between the device and the power supply.
Every 7 seconds, the indicator will flash 3 times. Depending on the battery status, the indicator will flash red (< 7%), orange (between 7% and 30%) or green (# 30%). Once the device is fully charged, it will no longer flash and the indicator will remain on.

See also

- [Viewing the power status](#) on page 12

3 Viewing the power status

1. View the indicator (4) on the device.



2. The indicator may show the following colors:

Color of indicator (battery status)	Explanation
Green	Battery capacity is higher or equal to 30%
Amber	Battery capacity between 7% and 30%
Red	Battery capacity lower than 7% or you can use the Hey_ for a maximum of 1 hour.



NOTE

The indicator may also be blue. This is not a battery capacity, but it indicates that the Hey_ has an active bluetooth connection with a device. Not until the battery capacity falls below 7%, then the red indicator will flash 1 x every 7 seconds.

See also

Charging the device on page 12

4 Enabling the add-on for the Hey_

To display the menu for the Hey_ in Mind Express, you must enable the add-on for the Hey_. You only need to do this for the Hey_ with display.

1. Choose **Tools > Add-ons**.
2. Select the Hey_ add-on.
3. Click **OK**.
A message is displayed to reboot Mind Express.
4. Click **OK**.
5. Exit Mind Express and reboot Mind Express.

5 Establishing a Bluetooth connection with the Hey_

To connect a device to the Hey_, it must have:

- Bluetooth
- Windows 10

Refer to the user guide of your device to:

- find the Hey_
- connect to the Hey_
- disconnect from the Hey_

Follow the actions listed below for the first connection to the Hey_. Once the Hey_ has been connected to a device, it will automatically connect next time.

The Hey_ can only connect to one device. The Hey_ automatically connects to a device in the vicinity that is already linked to the Hey_. If you want to connect a different device to the Hey_, you will have to undo the connection to the current device by removing the Hey_ from the list of Bluetooth devices on the current device. See [Removing the Hey_ from the list with Bluetooth devices](#) on page 14.

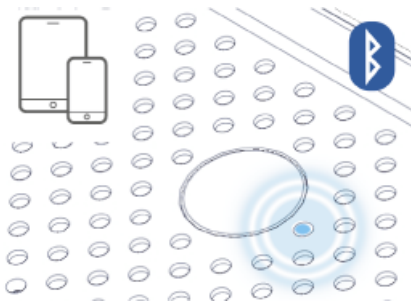


Figure 7: Bluetooth connection

1. Choose in Windows 10 **Start > Settings > Devices > Bluetooth & other devices**.
2. Click **Add Bluetooth or other device**.
3. Choose **Bluetooth**.
4. Select the Hey_ from the list.
Example: Hey_HE11001
When the Bluetooth connection is established, the LED lights up in blue and a sound will play.
5. Click **Done**.

See also

Removing the Hey_ from the list with Bluetooth devices on page 14

6 Removing the Hey_ from the list with Bluetooth devices

To be able to connect the Hey_ to another device, you must remove the Hey_ from the list of Bluetooth devices on the current device.

1. Pick up the current device.
2. Choose in Windows 10 **Start > Settings > Devices > Bluetooth & other devices**.
3. In the **Audio** group, click on the name of the Hey_.
Example: Hey_HE11001
4. Click on **Delete** and confirm.

See also

Establishing a Bluetooth connection with the Hey_ on page 13

7 Clearing the text on the display of the Hey_ (via Mind Express)

1. Open Mind Express.
2. Choose **Tools > Hey_ > Clear text**.

See also

Adjusting the text on the display of the Hey_ (via Mind Express) on page 14

8 Adjusting the text on the display of the Hey_ (via Mind Express)

You can only adjust the settings if the Hey_ is connected to a device with compatible software, such as Mind Express.

1. Open Mind Express.
2. Choose **Tools > Hey_ > Settings**.
3. Do one of the following:

Optional	Explanation
Send text	If selected, the text will appear on the display.
Write in capital letters	If selected, the text will appear on the display in capital letters.
Make sound when connecting	If selected, sound will play when a connection is made with the Hey_.
Number of lines on display:	From the drop-down list, select how many lines of text (1, 2 or 3) you would like to see on the display.

See also

Clearing the text on the display of the Hey_ (via Mind Express) on page 14

9 Resetting the device

**CAUTION**

Only reset the device when it has completely frozen.



3

Press and hold the on/off button (3) of the device for more than 4 seconds. The device will restart and can be used again.

See also

[Starting up the device](#) on page 12

[Switching off the device](#) on page 15

10 Switching off the device



3

Press the on/off button.

See also

[Starting up the device](#) on page 12

[Resetting the device](#) on page 15

F Settings

1 The Hey_ settings

Using the compatible Mind Express software on your device, you can set the Hey_.

1. Choose **Tools > Hey_ > Settings**.
2. As required, select the following options:

Optional	Explanation
Send text	If selected, the text will appear on the display of the Hey_.
Write in capital letters	If selected, the text will appear on the display of the Hey_ in capital letters.
Make sound when connecting	The Hey_ makes a beeping sound when the Bluetooth connection is established.
Number of lines on display:	From the drop-down list, select how many lines of text (1, 2 or 3) you would like to see on the display of the Hey_.

3. Click **OK**.

2 Setting the speaker volume

You cannot set the speaker volume yourself on the Hey_. You can only set the speaker volume on the device that is connected to the Hey_ via Bluetooth. Refer to the operating instructions of the connected device.

G Maintenance and troubleshooting

1 Maintenance

1.1 Repairs

In the event of damage to the device, please contact the distributor of the device.

Do not attempt to carry out any repairs yourself. This could damage the device and invalidate your warranty.

1.2 Cleaning the device

Clean the device regularly so you do not give bacteria the chance to spread.

It is best to remove dust with a dry, soft cloth. For minor stains on the casing, use a damp cloth. Do not use a product containing alcohol, ammonia or abrasive agents. Make sure no moisture can enter through the openings, (such as: the microphone openings or the connectors). Any dirt near the connectors can be removed with a cotton bud.

To clean the screen, use a dry cloth; do not use kitchen paper as this may cause tiny scratches. To remove grease or stains from the screen, it is recommended that you use cleaning agents specifically designed for cleaning screens (aerosol or wipes). Do not press too hard on the screen when cleaning.

1.3 Replacing the battery



NOTE

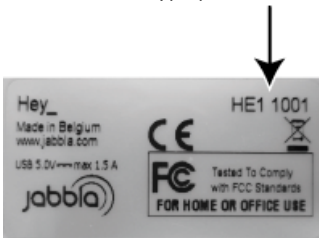
The battery is an internal battery and CANNOT be replaced.

2 Troubleshooting

2.1 Finding the device serial number

In your dealings with the support department, you will be asked to supply the serial number of your device.

You will find the type plate with the serial number of the device on the rear panel.



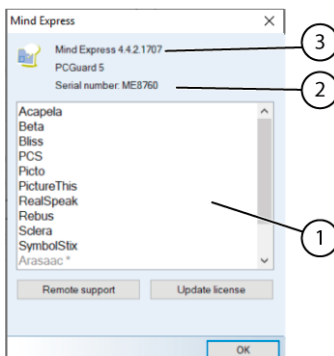
See also

Checking the version and serial number of Mind Express on page 17

2.2 Checking the version and serial number of Mind Express

In your dealings with the support department, you will be asked to supply the version and/or serial number of Mind Express on your device.

Choose **Help > License Info...**



The **Mind Express** dialog shows the version number (3) and the Mind Express serial number (2).

See also

Finding the device serial number on page 17

2.3 Troubleshooting

Problem	Solution
The device is not responding.	Reset the device. See Resetting the device on page 15.
The device is becoming hot.	During long and intensive use of the device, it can become hot. This is normal and has no effect on the life or performance of the device.
No Bluetooth devices found.	<ul style="list-style-type: none"> • Make sure Bluetooth is enabled on the device you want to connect to. • Make sure your device and the other device is within the maximum range of 10 meters. • If necessary, remove any objects between the device and the other device. • The device may not be compatible with your device. • The device possibly already has an active bluetooth connection with another device. Remove the device from the Bluetooth list on the other device. See Removing the Hey_ from the list with Bluetooth devices on page 14.
The device cannot be switched on.	The battery has insufficient charge for starting the device. Connect to the power supply and switch the device on.
The battery does not charge properly.	If the battery can no longer be fully charged, please contact the support department of the distributor where you purchased the device.
Text appears on the display but is not spoken.	<ul style="list-style-type: none"> • Check the speaker volume on your device. • Check the voice volume in Mind Express.
No text and sound is sent to the Hey_ from Mind Express.	<ul style="list-style-type: none"> • Make sure that the add-on for the Hey_ has been enabled. See Enabling the add-on for the Hey_ on page 13 • Make sure that text is being sent to the display. See The Hey_ settings on page 16.

H Decommissioning and disposal

1 Decommissioning

1. Shut down the device.
2. Remove the charger.

2 Disposal

Do not dispose of the appliance with the household waste!

Use specific collection systems to reduce the ecological impact. At the end of its service life the device must be disassembled in an environmentally friendly manner and disposed of. Follow the current local legal requirements and contact the local authorities if in doubt.

If the device has been fitted with a non-replaceable rechargeable battery, then this should only be removed by a qualified professional.

If the device has been fitted with a replaceable rechargeable battery, only dispose of the empty battery at an authorized collection point.

Used batteries are considered to be chemical waste. In accordance with local legislation, it is forbidden to dispose of batteries together with other industrial or household waste.



A crossed-out trash can is shown on the device label to encourage users:

- not to discard the product as residual household waste.
- to recycle the product and its components as much as possible.
- dispose of the product at a licensed collection point.

The correct way of disposing of these products contributes to human health and the environment!

If you have any questions about disposing of the product, please contact:

- the distributor of the device
- the local authorities where you live
- the waste treatment authority

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