

COMFORT DIGISYSTEM

# Hearing products to make your working day easier



This brochure is intended to describe the Comfort Digisystem, our series of hearing products with unique features to help people with a hearing loss in all imaginable situations during the working day.

We at Comfort Audio have a vision. That a hearing impairment should not hinder the exchange of thoughts and ideas between people. This is the basis on which we develop our products. A comprehensive view and a genuine desire to improve the quality of life for people with a hearing loss are key elements of our development work.

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## Unique solutions for working life

Most people find it demanding working in an open-plan office, in lively environments or anywhere with a lot of background noise. We know that people with hearing impairments also have difficulty with the sound levels in other work situations. This is why we have developed Comfort Digisystem, a range of digital hearing products tailored to people's requirements and to every given situation. To describe how Comfort Digisystem works, we have given examples of everyday work situations on the following pages.

### **Why are Comfort Audio hearing products needed?**

Even if a person with a hearing impairment has a hearing aid, it is often inadequate for hearing properly in all situations as it amplifies all sound, even distracting background noise. Comfort Digisystem conference microphones process the sound efficiently by filtering out unwanted background noise and enhancing speech. The result is crystal-clear sound and the best possible speech reproduction.





## Comfort Digisystem

Comfort Digisystem is based on wireless technology with unique features to provide the best possible speech reproduction. Whatever the need or situation, the minimum requirement is a microphone and a receiver.

### Transmitters

Comfort Digisystem comprises several different microphones that are used depending on the layout of the work situation.



**Microphone Mini DM-05**  
One of the world's smallest digital wireless microphones. Very discreet; attaches to clothes with a clip.



**Microphone DM-10, Mix DM-20 och BT DM-80**  
Wireless microphones used for conversations and telephone calls.



**Conference Microphone DC-10 och DC-20**  
Conference microphones for meetings with several participants. Able to pick up speech at greater microphone distances than any other hearing product on the market.

### Receivers

The receiver selected depends on the type of work and whether the user wears a hearing aid or not.



**Earset DE-10**  
Discreet receiver attached to the ear; can be used with or without an all-in-the-ear hearing aid. Compatible with all Comfort Digisystem transmitters.



**Handset DH-10**  
Receiver with integrated neck loop. Compatible with all Comfort Digisystem transmitters.

Read more about Comfort Digisystem in our product sheets, which are available to download from [www.comfortaudio.com](http://www.comfortaudio.com)

## Development with a new perspective

Comfort Audio was founded in 1994 in Halmstad, Sweden, when engineers Carljohan Lagervall and August Pansell carried out a development project researching new ways of helping people with hearing impairments.

### We were first in the world

Comfort Audio was the first in the world to develop digital hearing products. Today, we offer a range of innovative products with features that are entirely unique in the industry, making us the world leaders in the technology.

### Patented technology

The secret behind the Comfort Digisystem consists of several unique technologies:

- SecureStream Technology (SST) secures the products against eavesdropping and ensures that sound is transmitted without a time lag. For several companies this eliminates a security risk that they may have never even considered.
- Perceptual Speech Enhancement (PSE) is an advanced audio processing technology used to filter out distracting background noise and enhance speech.



Comfort Audio's founding engineers, August Pansell and Carljohan Lagervall, quickly realised the need for functional hearing products in environments with a lot of background noise.



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# At meetings and presentations

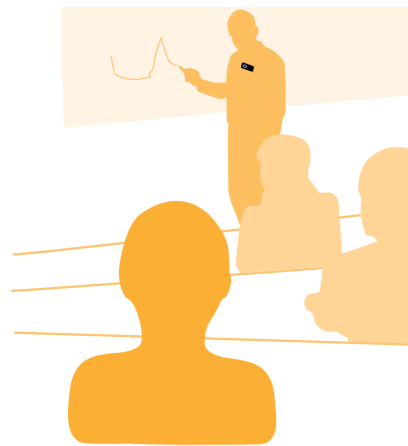
Meetings can take many different forms. A common meeting scenario is for the conversation to be conducted with all participants gathered around a table. If someone is giving a presentation, they might stand slightly further away while talking. For a person with hearing loss, it can be difficult to fully interact and understand what both their colleagues and the presenter are saying. Comfort Digisystem makes it easier to participate in the conversation around the table without missing what the presenter is saying.

On the table there is a Conference Microphone DC-20. Speech from the meeting participants around the table is picked up by the conference microphone and transmitted digitally to the person with a hearing loss.

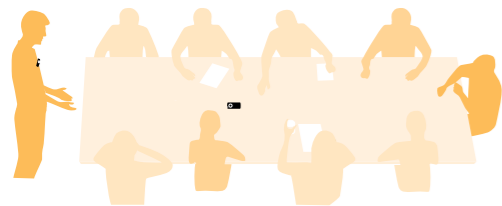
The person with a hearing loss is wearing the Earset DE-10 receiver.







The presenter is wearing a Microphone DM-10. Speech is transmitted digitally to the listener with a hearing loss who is wearing a Comfort Digisystem receiver.



The presenter is wearing a Microphone Mini DM-05. On the table there is a Conference Microphone DC-20. The voice of the presenter is picked up by the DM-05 and that of the meeting participants by the DC-20. What they say is transmitted digitally to the participant with hearing loss who is wearing a Comfort Digisystem receiver.



**Remote DC-05**  
The Remote DC-05 can be used to remotely control the Conference Microphone DC-20, to change the sound pick-up range or to change the volume of a presenter's microphone, etc.



## I wouldn't have been able to do my job today without my new hearing products.

"I have been using a hearing aid for a long time. A year ago my hearing got drastically worse in one ear, and after that my hearing aid wasn't good enough to help me at work. I needed to find another solution and found out about Comfort Audio hearing products. The first time I tried them it was a complete revelation! I wouldn't have been able to do my job today without my new hearing products."

Maria Särbring, detective inspector, criminal investigator

### Hearing well in all audio environments

Maria Särbring is a detective inspector and her job mainly consists of interviewing people involved in criminal investigations. As a lead interviewer she needs to understand everything being said and not miss a single detail. Maria places her conference microphone on the table and the interviewee wears a smaller microphone. In some interview rooms, the audio environment is particularly difficult as the walls are soundproof, making speech seem compact and confined. For Maria the hearing products are invaluable as she feels confident she will be able to hear well even if the person is talking quietly or even whispering. If necessary she can discreetly turn up the volume on her receiver. The interview proceedings are confidential, so it is vital that the conversation cannot be intercepted by third parties. Comfort Digisystem uses encrypted radio transmission to secure the equipment against eavesdropping.

Occasionally Maria attends presentations, and the hearing products help her to understand what the presenter is saying as well as questions from the participants around the room. She places the conference microphone in the middle of the presentation room and the presenter wears a small microphone. Maria wears her receiver on a loop around her neck. When listening to legal proceedings she does not need to sit in the front row as the equipment picks up speech even if she is sat right at the back. Comfort Digisystem has become an indispensable part of Maria's everyday life.



**Conference Microphone DC-20**  
Advanced conference microphone with transmitter and receiver in the same device. All Comfort Digisystem microphones use unique and powerful SST sound transmission technology. The conference microphones also contain PSE sound processing technology that filters out distracting background noise and enhances speech.

## It's like a new world has opened up!

"With just my normal hearing aid I was often forced to ask people to repeat themselves or just guess what they said. Now I can even hear all the little words so I get the context of what's being said. When I'm in a meeting with suppliers, I take the conference microphone with me, which picks up speech from every direction in the room. It's like a new world has opened up!"

Ulf Peder Eklund, managing director, car mechanic and salesman

### Equipment that is easy to carry

As managing director and part owner of Vikens car service centre, Ulf Peder is involved in everything from managing the service centre to receiving orders, carrying out repairs and ordering spare parts. To be ready for any situation, he wears his Conference Microphone DC-10 around his neck all day. When he talks to a customer or a colleague, the microphone picks up their speech and transmits it to his receiver. Ulf Peder is often on the move so he has to take a number of the day's telephone calls on his mobile phone. He connects it to the Microphone BT DM-80 via Bluetooth. In directional microphone mode, speech is enhanced and background noise toned down.

The hearing products are also helpful in other work situations. For example, when Ulf Peder needs to locate a noise in a car in for repair, he places the conference microphone on the back seat or passenger compartment, where it picks up and amplifies the sound. This gives him an indication of where the fault is.

Ulf Peder also sits on the boards of several companies and organisations. This means meetings almost every week. Whether the meeting has few or many participants, he places his conference microphone on the table where it efficiently picks up their speech. This lets him hear clearly what everyone is saying and participate in discussions in a totally different way.



Conference Microphone DC-10  
Picks up and amplifies speech and filters out distracting background noise.



On the table there is a Conference Microphone DC-10. Speech from the meeting participants is picked up by the conference microphone and transmitted digitally to the person with a hearing loss who is wearing a Comfort Digisystem receiver.



Earset DE-10  
Flexible little receiver that is reversible and can be used for both the right and left ear.



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# In conversations and smaller meetings

In a workplace, spontaneous meetings in the corridor are just as important as planned meetings in the conference room. They are a vital part of social interaction with colleagues. And it's these random meetings that have the potential to generate the best ideas.



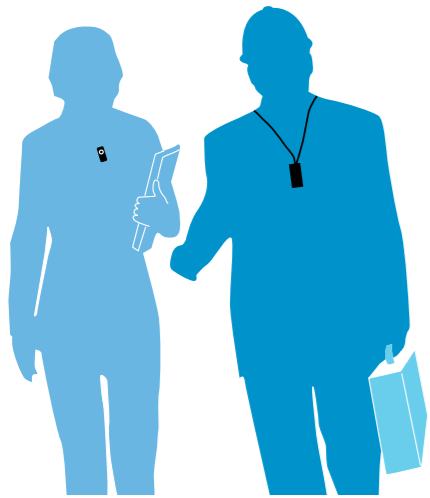
● The person with a hearing loss has a Conference Microphone DC-10 in his pocket and a chest microphone attached to his jacket.

● Speech from colleagues is picked up by the conference microphone and transmitted digitally to the person with the hearing loss who is wearing a Handset DH-10 receiver.





On the table there is a Conference Microphone DC-10. It picks up speech and transmits it digitally to the person with a hearing loss who is wearing a Comfort Digisystem receiver.



One person is wearing a Microphone Mini DM-05, whilst the person with the hearing loss is using a Comfort Digisystem receiver.



**Microphone Mini DM-05**

Microphone for digital transmission of speech to a receiver. Tiny and discreet, it easily attaches to clothes with a clip.



**My colleagues are also happy and think it works extremely well.**

“My job is hectic with many people on the go. I used to struggle the whole time to hear and it was unbelievably exhausting. My new hearing products have turned this situation around. They filter out the hum and make speech clear. I no longer need to stress and am nowhere near as tired after a working day. My colleagues are also happy and think it works extremely well.”

Birgitta Martinsson, cashier in a staff restaurant

**Avoiding the sound of multiple voices and scraping chairs**

Birgitta has a hereditary hearing impairment that in the past few years has deteriorated. As she works in a lively environment, Birgitta needs to complement her hearing aids in order to filter out unwanted sounds and get improved speech clarity. Birgitta can now talk to customers at her cash register without any problems.

Birgitta’s colleagues have a similar appreciation for her new hearing products. Working with others is now much easier as Birgitta can hear what everyone is saying so well that she doesn’t need to keep asking over and over again, and her colleagues no longer have to repeat themselves.

When Birgitta is sitting at the cash register she wears her Handset DH-10 receiver on a loop around her neck, with the Conference Microphone DC-10 placed next to the cash register itself. The microphone picks up customers’ speech and transmits it to the receiver. Many of the restaurant’s regular customers have made positive comments, remarking that Birgitta can hear everything they say without any problems at all.



**Handset DH-10**

The Handset DH-10 is a small receiver with integrated neck loop that can be used in combination with all Comfort Digisystem microphones.



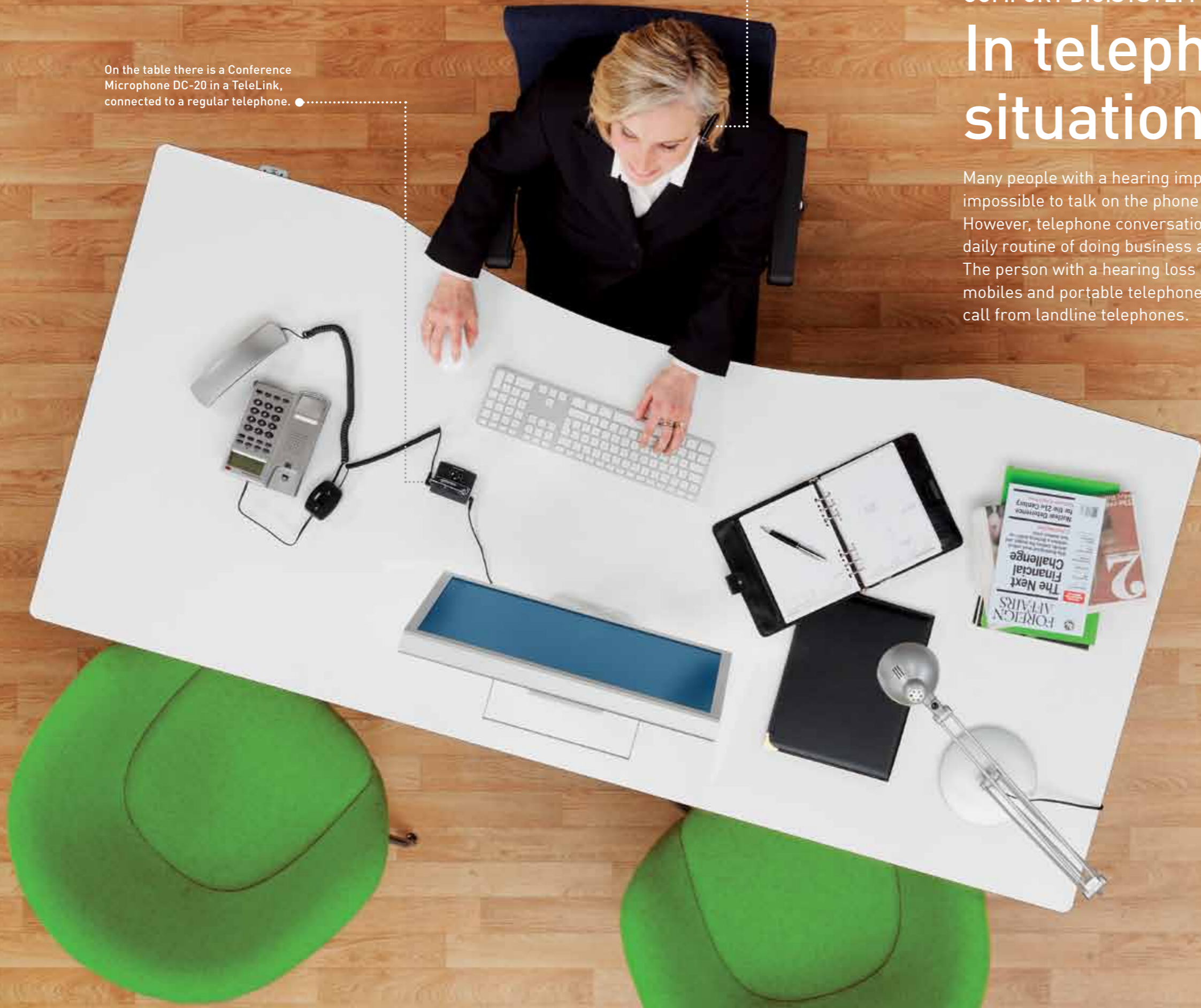
Speech from the telephone is picked up by the Earset DE-10 receiver worn by the person with a hearing loss.

On the table there is a Conference Microphone DC-20 in a TeleLink, connected to a regular telephone.

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# In telephone situations

Many people with a hearing impairment find it hard or even impossible to talk on the phone even when wearing a hearing aid. However, telephone conversations are often a natural part of the daily routine of doing business and contacting customers. The person with a hearing loss can use Bluetooth to call from mobiles and portable telephones. The TeleLink enables them to call from landline telephones.







The person with a hearing loss is using a Comfort Digisystem receiver and talking on his mobile phone in an outdoor environment. The conversation is transmitted to the Microphone BT DM-80 in directional telephone mode and retransmitted from there to the receiver.



The person with hearing loss is talking on his mobile in a quiet environment. The sound is transmitted to a Microphone BT DM-80 connected to the mobile phone via Bluetooth. The Microphone BT DM-80 retransmits the sound to the Comfort Digisystem receiver.



Microphone BT DM-80

Can also be connected to portable telephones via Bluetooth or a cable. The microphone features both an omnidirectional mode and a directional mode, the latter of which can be used in places with distracting background noise.



## I can hear well on the phone even when my colleagues are talking nearby.

"As someone with a hearing loss who talks a lot on the phone, it's obviously not ideal to be sitting in an open-plan office. But my hearing products help me a great deal. When the phone rings, I lift the handset and lay it on the table, and the sound reaches my receiver as clearly as holding the handset to my ear. Much of the hum around me is filtered out, so I can hear well on the phone even when my colleagues are talking nearby."

Greger Persson, tax administrator

### Simple but life-changing solution

Greger carries his Conference Microphone DC-20 with him all the time. When he stops to talk to colleagues, he places his conference microphone on the nearest desk and it picks up their speech. In his office he has a conference microphone connected to TeleLink, this enables him to make and receive calls on a regular telephone. When it rings, he lifts the handset and activates TeleLink simply by pressing a button. If necessary he can adjust the volume.

The first time Greger tried the Comfort Digisystem was in a meeting room. He was impressed by how clearly he could hear speech from all directions in the room, and that the sound was just as good when people were standing slightly further away and talking. Small meetings regularly take place in his workplace, where people sit in small groups and talk. Greger has his conference microphone with him, and he wears his receiver around his neck.

The Comfort Digisystem has made it easier for Greger to interact with his colleagues, and when people are chatting and joking during coffee breaks he can follow what everyone is saying.



TeleLink

The TeleLink phone accessory connects to a regular telephone and is used together with the Conference Microphone DC-20. The sound from the telephone is transmitted wirelessly to the person with hearing loss.



## What next?

If you would like more information about hearing impairment and how to get help, you can contact a local audiologist or you can contact Comfort Audio's own specialists to find out more.

Call us on +46 (0)35-260 16 00, visit our website [www.comfortaudio.com](http://www.comfortaudio.com) or e-mail [info@comfortaudio.com](mailto:info@comfortaudio.com)

Hear  
the  
future

Since 1994 Comfort Audio has been developing and manufacturing hearing products for people with a hearing loss. We shall through leading technology and innovative solutions, make people with a hearing loss feel comfortable to interact in all situations through all stages of life.

We are dedicated, curious, highly technically motivated and are driven by passion and joy. This has made us world leaders in hearing product technology. Our products offer great flexibility and have been developed for working life, school, public places and private life. The needs of the individual are always in focus and we have a genuine desire to improve the quality of life for people with a hearing loss.