DTEN Product Beta Program - DTEN ME Bluetooth Headphones

Thank you for joining the DTEN ME Bluetooth Headphones Beta Program! Please see the instructions below to get started.

Prerequisites:

Ensure your DTEN ME is on version 1.6.1 and Zoom Rooms App version is 5.6.3. If you experience any issues, please email beta.success@dten.com.

If using Wifi, we recommend connecting to 5G WiFi for a better experience.

Instructions:

1. Go to the dashboard menu on your device. You can do this by using the multitouch gesture to swipe right across the screen or pressing the button on the back right hand side of the device. Tap on **"Device"**
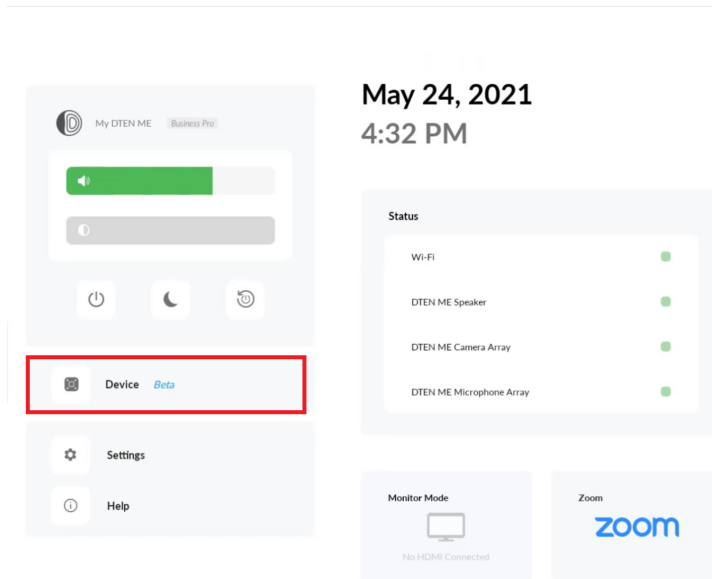
2. Turn on your bluetooth headphones and enable bluetooth pairing (see manufacturer instructions as this may vary from device to device)
3. Once in pairing mode, your headphones will appear on the menu dashboard. Tap **"Pair"**
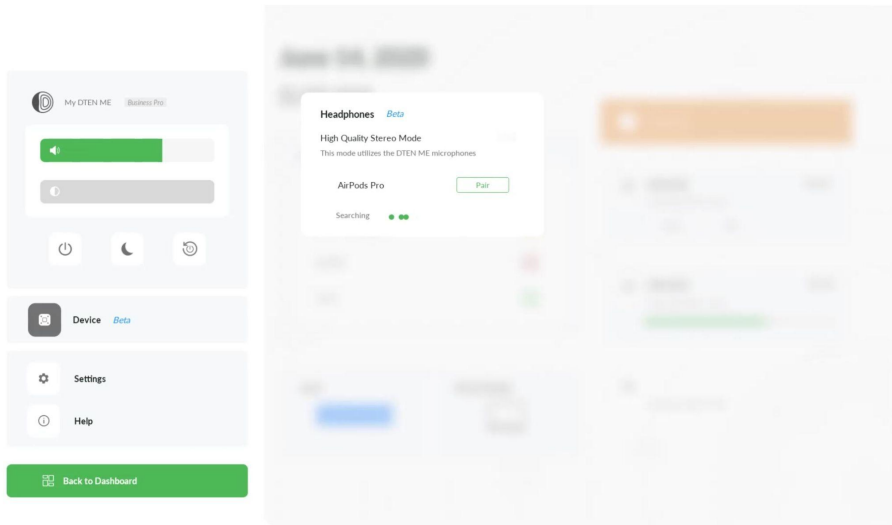
4. Once it says **"Connected"**, your headphones are ready for use
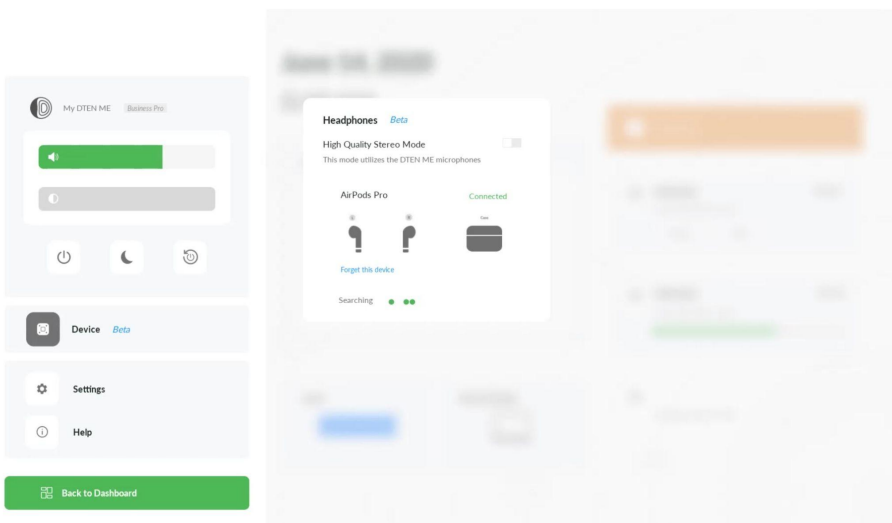

5. To test the connection with your bluetooth headphones, visit your zoom settings and select "test microphone and speaker", or simply start a test meeting.

Known Issues:

1. When swapping between **High Quality Stereo Mode** (HQSM) and regular, the headphones momentarily disconnect, and then auto reconnect
2. When swapping between two different pairs of headphones(only in HQSM), It may take up to 30 seconds for each pair of headphones
3. When using the same pair of headphones with multiple devices(such as the ME and a mobile device), the headphones won't auto reconnect. The headphones will only auto connect to the latest paired device, so it will not auto connect to the ME. Reselect the headphones by going to the menu dashboard > devices.
4. When in regular mode, (not HQSM), The speaker audio may be low, depending on the type of headphones
5. In HQSM, speakers are displayed as "DTEN speakers" in the zoom setting even though the headphones speakers are used.
6. The headphones microphone may have low volume feedback >> Enable high quality stereo mode, to use the ME microphone array.

FAQs:

1. **What are the minimum FW and ZR versions to support Bluetooth headphones?**
   Zoom Rooms 5.6.3 and DTEN FW 1.6.1

2. **Can I pair the ME with any Bluetooth headphones?**
   Yes

3. **Can I pair other Bluetooth devices (such as a keyboard/mouse)?**
   No.

4. **How to pair BT Headphones on the DTEN ME?**
   Go to Dashboard > Devices > Pair

5. **Can BT headphones be connected to the ME and other devices at the same time?**
   It depends on your BT headphones. See manufacturer documentation for details. You might need to click "connect" on DTEN menu or wait for a few seconds.

6. **After I have paired the BT headphones, will it automatically connect?**
   You may have to go to the Dashboard menu and "connect" the previous paired Headphones.

7. **Can I pair my headphones while in ZR mode?**
   No, they will only pair when in the Dashboard

8. **Can I forget headphones?**
   Yes. You can forget paired headphones from the Dashboard menu ➨ Device section >> forget device
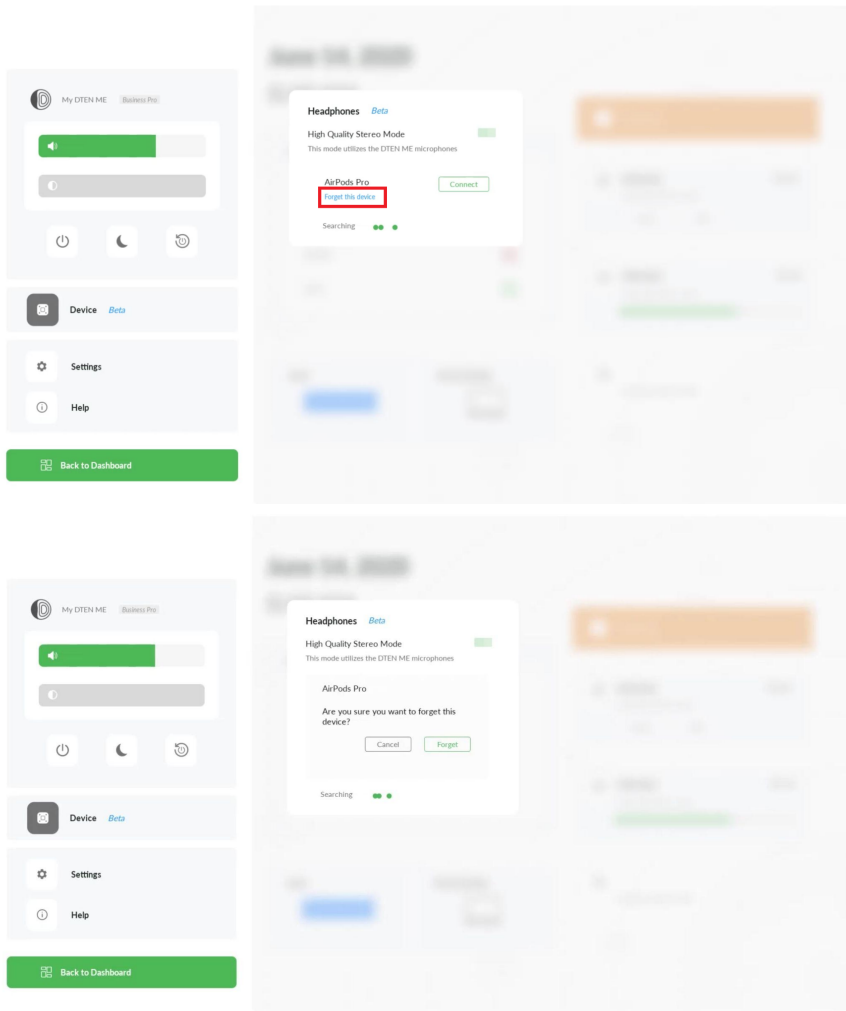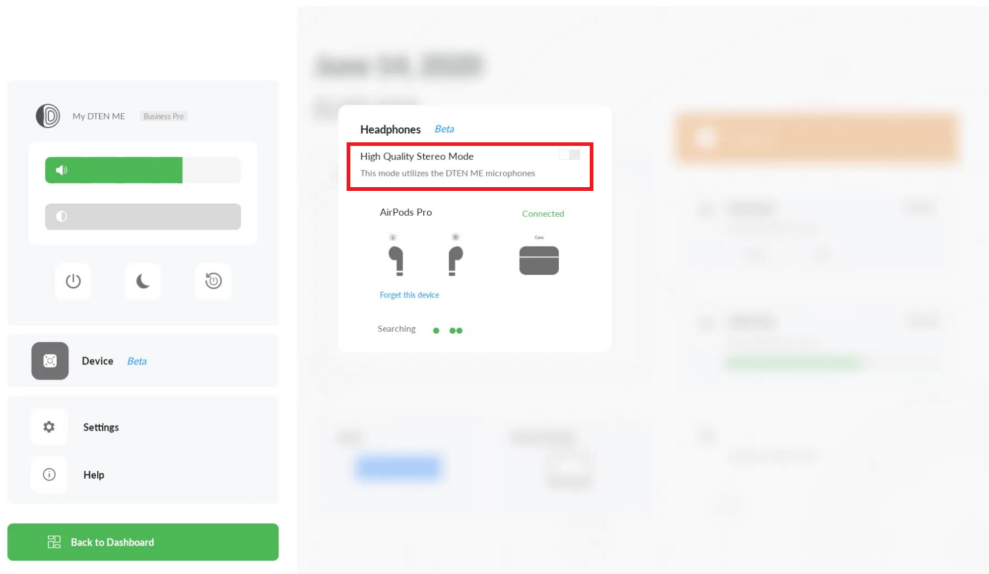
9. **Can I switch to DTEN speakers?**
   Yes, in zoom rooms> settings> speaker> select preferred headphones
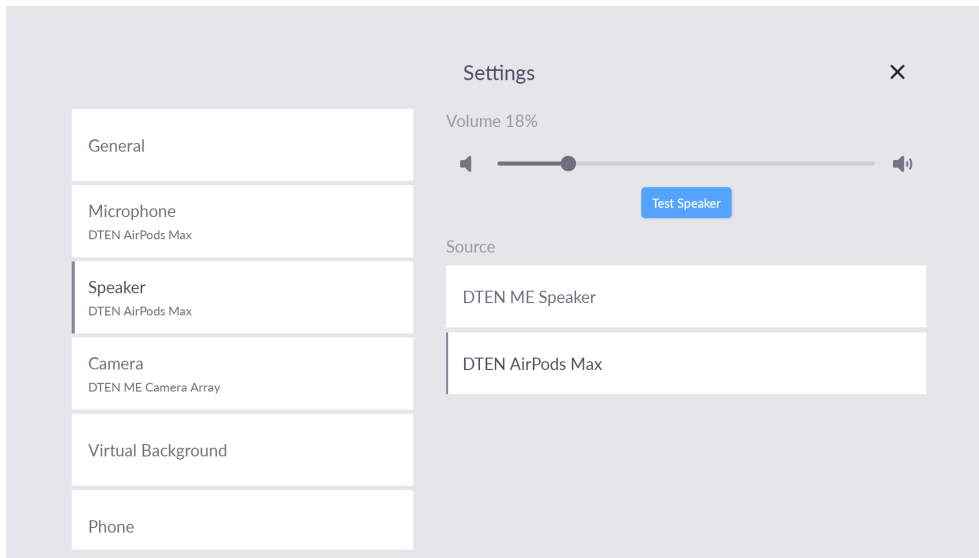
10. **What is the High-Quality Stereo Mode?**
When this mode is enabled, the microphone input will switch to the DTEN ME microphone array. The headphone speakers will still be used.

11. **What WiFi band supports Bluetooth headphones?**
It supports both 2.4G and 5G. However, we recommend connecting to 5G WiFi for a better experience.

Program General Information

What is the DTEN Beta Program?
- The beta program lets you use pre-release products for a trial period.
- The beta program may include hardware and software. Each program is different, depending on the product.
- The feedback you provide on quality and usability helps us identify issues and make DTEN products better over time.

Beta Program Process
1. Enroll - Contact us to enroll in the beta program.
2. Notify - When a beta program is available for you we will send the DTEN product beta program information.
3. Join - Once you agree to participate we will send your DTEN product for the program.
4. Start - Once the product is set up, you may start and test the new features.
5. Feedback & Reports - We will check in with you to get feedback. Please also let us know if there are any bugs or issues. All the problems and feedback you experience will help us improve DTEN products.
6. Beta Test Completion - Once the program has ended, we may reset your DTEN product to the pre-beta program state or retrieve the beta product if it is hardware as a whole.

Terms of Use

Participation in the Beta Program:
- Contact your Account Executive or Customer Success Manager to learn about the DTEN beta program. We will put you on the beta customer list. Participants may be selectively chosen depending on the product and beta program.
- NDA may be required.
- Please whitelist the DTEN host to receive the beta version pack:
    - Domain:
        - *.dten.com
- DTEN Beta Program is voluntary. Your participation in the Beta Program does not oblige DTEN to provide you with any pre-release software.

Copyright. Involvement in the DTEN Beta Program is strictly confidential.
All products and content in the Beta Program are confidential. You will have to sign a beta program agreement and non-disclosure agreement (NDA).
    - You are not allowed to install the beta content to any system you don't directly control or that you share with others.

- You are not allowed to post screenshots or publicly post, share, discuss information about the beta program.
    - If DTEN has publicly disclosed information about the beta program, it is no longer considered confidential.
- DTEN beta products will have tracking and logs to understand beta product performance and issues.
- You are responsible for the security of DTEN products and data.

Access to Pre-Release Software
Each beta program is different. We will assess if you are eligible to participate in each beta program.
- Your Account Executive or Customer Success Manager will provide the beta file and instruction.

Precautions for the use of Pre-Release Software
By participating in the beta program you may need to delete certain software from your device to run the beta software. Moreover, once the beta software is installed on your device you may be unable to go back to the previous stage prior to the installation.
BY USING THE BETA SOFTWARE ON DTEN DEVICES, YOU ACKNOWLEDGE THAT THESE DEVICES MAY NOT BE ABLE TO BE RESTORED TO THEIR ORIGINAL CONDITION AND APPLICATIONS MAY BE AFFECTED BY YOUR USE OF THE BETA SOFTWARE. YOU HEREBY ACKNOWLEDGE AND AGREE THAT THE USE OF THE BETA PROGRAM IS AT YOUR SOLE RISK. MOREOVER, DTEN SHALL NOT BE RESPONSIBLE FOR ANY COST, EXPENSES, OR OTHER LIABILITIES YOU MAY INCUR AS A RESULT OF YOUR TESTING, INSTALLATION, OR USE OF THE BETA SOFTWARE, INCLUDING BUT NOT LIMITED TO ANY DAMAGE TO ANY EQUIPMENT, SOFTWARE OR DATA OR ANY LOSS OF DATA OR INFORMATION ARISING FROM YOUR USE OF SUCH BETA SOFTWARE.
Additionally, beta software may have errors that could cause failures or corruption. DTEN does not recommend the beta software to be used in the production or business-critical system.

Feedback
By participating in this program, you agree to provide feedback on the products and share your experience with the DTEN team. There are a few ways:
- Your CSM will check in with you from time to time to get your feedback.
- We may send you a survey.
- We may arrange an onsite interview.
- You can contact us at any time.

Modification and Termination of the Service:
DTEN reserves the right to modify terms, conditions, policies, and revoke your participation in this beta program. DTEN will notify you of such an event. If you use the beta program after the date on which the terms have changed, DTEN will treat your use as acceptance of the updated terms.