

Oticon | Streamer

INSTRUCTIONS FOR USE

STREAMER 1.4



 **Bluetooth**[®]

oticon
PEOPLE FIRST

Introduction

We would like to congratulate you on selecting the Oticon Streamer.

The Oticon Streamer is the key to connecting your hearing instruments to the expanding world of electronic media. The Streamer allows Audio Sound from modern communication devices such as cell phones to be streamed directly into your hearing instruments.

The Streamer uses Bluetooth to connect to electronic media and will support connectivity with most Bluetooth-enabled sound sources in the market.

To get a quick understanding of the basic functions and operations, We ask you to study the "Getting Started" guide included in the package. We furthermore advise you to carefully read these instructions and familiarize yourself with the entire contents before using Streamer. This will help you to achieve the optimal benefits of the product for the longest time possible.

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1. Package contents

Streamer



Protective skin
(cover)



USB charger cord



Neck strap x 2
(1 short + 1 long)



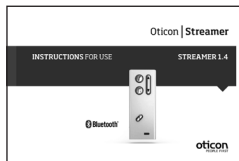
Dedicated power supply
(charger)



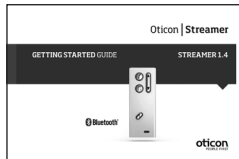
Audio cable, 1 m (40 inches)



This manual



Getting Started guide



Optional

Charger cradle



Pocket clip



2. Product overview Buttons and connectors

A. Phone button

- **Short press:**

- Accept incoming calls
- Hook off for outgoing calls
- Disconnect calls
- Activate Voice Dial*

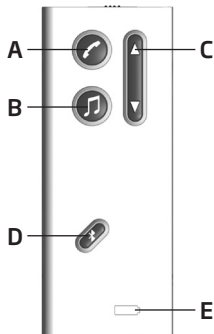
- **Long press:**

- Reject call*
- Last number re-dial*

B. Audio button

- **Short press:**

- Start/Stop TV, music



C. Up-Down button

- **Short press:**

- Volume control

- **Long press:**

- Program change

D. Connect button

- **Short press:**

- Connect on

- **Long press:**

- Connect off

- **Very long press:**

- Start pairing mode

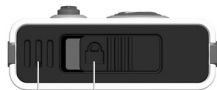
E. Battery status indicator

* Only with Bluetooth cell phones



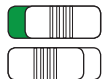
Jack connector for
audio input

Mini USB connector for
charging the battery



Microphone

Key lock



Operate

Locked

3. Basic use and wearing

3.1 What is a Streamer?

Streamer is a body-worn device that can connect your hearing instruments wirelessly to many different sound and communication media, thus enabling your instruments to function as wireless headphones.

If you have two hearing instruments, the sound will be streamed to both ears.

Through Streamer, your hearing instruments can connect to a number of ConnectLine devices and other audio sources which allows you to

- use the home phone hands-free
- use a cell phone hands-free
- listen to TV sound
- listen to music and audio from portable music players, etc.

Streamer also works as a remote control for the hearing instruments.



Fig: Body Area Network definition

3.2 How to wear it

To make sure that you receive the best signal through Streamer, it must be kept inside the Body Area Network. This is the area surrounding the hearing instruments within a range of approx. 0.5 metres. The wireless function enabling Streamer and hearing instruments to communicate, called EarStream, operates at extremely low power levels.

When using Streamer the best result is always achieved by using the neck strap.



IMPORTANT NOTICE

Please use the neck strap carefully. Due to security reasons (to avoid strangulation) the neck strap will automatically break if it gets caught in something. Do not shorten or modify the neck strap in any way, i.e. such as tie a knot to shorten the length. If a neck strap breaks, it cannot be repaired and must be replaced. Consult your Hearing Care Professional for a replacement.

3.3 Protective skin

The included skin is a silicone cover, which can be used to protect Streamer against scratches and moisture and in general prolonging its fresh appearance.



1



2



3



4

3.4 How to achieve the best experience

1. The best listening quality is achieved by using the neck strap, i.e. hands-free around the neck. The neck strap enhances the sound quality because it has an additional antenna built-in.
2. Streamer can be kept in a pocket when not streaming audio, however still ready to receive a phone call.
3. Streamer can be handheld during a phone conversation by holding it close to the mouth. This ensures good quality of your speech brought to the remote party.
4. When using Streamer outside in strong wind, the sensitive microphone should be protected against wind noise, i.e. avoid the wind going directly into the microphone.
5. Like a normal phone, Streamer microphone is sensitive to mechanical noise (handling, knocking and scratching). Make sure that Streamer is positioned and held still during a phone conversation.

6. The microphone must be oriented directly towards your mouth while speaking within a distance from 10 to 30 cm (4 - 12 inches). This is ensured when using the neck strap.
7. Depending on the placement of Streamer, minor dropouts of sound can occur. If you have two hearing instruments, sound should remain in one ear even though a dropout is happening. (To prevent dropouts the neck strap should be used.)

The following illustrations show how Streamer should be placed during use.

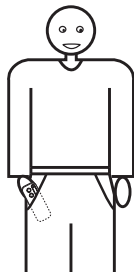
Hands-free
Neck strap



Purpose: landline phone,
mobile phone, TV, music,
remote control, stand-by

Handheld
In your hand

Purpose: landline phone,
mobile phone, remote
control



Purpose: Remote control,
incoming call notification,
and stand-by

In your pocket
(pocket clip)

4. Streamer wireless ranges

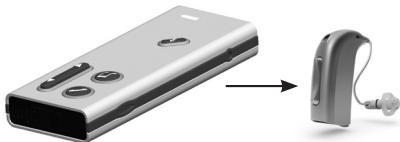
4.1 EarStream range

Streamer has a digital wireless transmitter (EarStream) built-in that streams information to your hearing instruments. The EarStream radio is activated automatically when requested and cannot be permanently switched off.

When Streamer is streaming audio, the range to the hearing instrument is approx. 0.5 meters (20 inches). This means that the Body Area Network has an outer perimeter 0.5 meters from the ears and that Streamer must be used inside this perimeter.

The range could be reduced by metal objects and strong magnetic fields. Use of the neck strap is strongly recommended to achieve optimal EarStream performance.

Streamer to hearing instruments: 0.5 meter range. When Streamer is used for remote volume control only or just "stand-by" (ready for incoming phone call) the range is up to 1 meter.



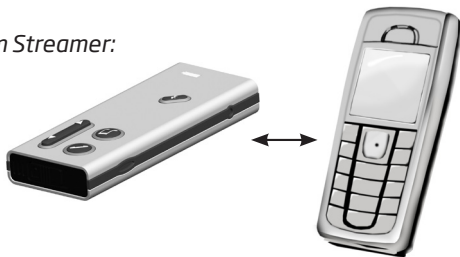
4.2 Connect range

Streamer connects to the ConnectLine devices and other wireless sound sources by means of Bluetooth. When the Connect function is turned on, Streamer establishes a connection to ConnectLine devices accessible within 10 meters (30 feet) range.

The wireless range from Streamer to a Bluetooth enabled cell phone is also 10 meters.

The Connect range is reduced by objects between Streamer and the connected sound sources. The range may also be reduced by wireless equipment or networks in the environment and also depends on the quality of the antenna in the cell phone.

*Cell phone distance to/from Streamer:
10 meters range.*



5. Battery life and maintenance

Streamer has a built-in rechargeable battery. Always start by charging your new Streamer for 2-4 hours until fully charged. This is shown by fixed green light in the battery indicator.

The battery life of Streamer depends on the usage.

USE	BATTERY LIFE*
Talking on the phone	5 hours
Listening wirelessly to TV or music	5 hours
Listening to music / audio on wired input	6 hours
Stand-by with Connect on	48 hours
Connect off	1 year

** The maximum time your battery will run before it must be recharged.*

The table is based on a fully charged new battery. Even though Streamer has no dedicated on/off button, turning off Connect function will result in a prolonged battery life.

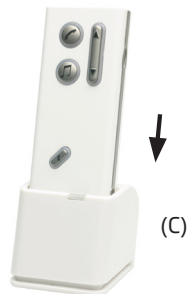
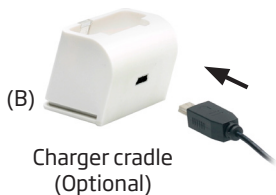
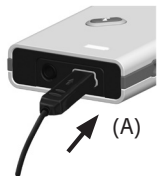
5.1 Charging Streamer

The best way to preserve capacity on the battery is to charge it frequently. Streamer should be charged every night to always ensure battery life for a full day of operation.

To charge Streamer, connect the power adapter cord to the mini USB connector placed at the bottom of Streamer. (A)

Alternatively connect the power cord to the mini USB connector placed on the back of the charger cradle and then place Streamer into the cradle. (B)



Press Streamer gently down until the Streamer is fully inserted into the cradle. (C)



Included in the package, you will also find a USB cord that can be used to connect and charge Streamer from a PC, allowing for frequent charging in the office.

The battery status indicator flashes RED when the battery is very low. The battery low condition is also acoustically indicated by two beeps in the hearing instruments. Always charge the battery when the status indicator starts to flash red.

- When charging, the status indicator flashes GREEN.
- When fully charged the status indicator shows a fixed green light.
- When unplugging the fully charged Streamer from the charger, the status indicator will switch off.

STATUS INDICATOR		MEANING	CONDITION
	Steady red light	Low battery	~ 20 min talk time left
	Flashing red light	Very low battery	~ 5 min talk time left
	Flashing green light	Battery charging	Do not disconnect charger
	Steady green light	Battery fully charged	Ready to go

Full recharging of the battery will take approx. 5 hours. Streamer can be charged during use as well. This will prolong the charging time. Please check that the device you connect Streamer to via the USB cable has been approved according to international security standards.

IMPORTANT NOTICE

The battery should not be drained completely. Keeping the battery fully charged will prolong capacity of the battery. The battery cannot be replaced by the user. Streamer cannot be opened without damaging it.

6. Functional description

This section provides a detailed description of each function.

An overview of the visual and audio indications provided by Streamer and the hearing instruments are described in sections 7 and 8

6.1 Key lock

To prevent accidental key presses, Streamer has a key lock function.

The key lock is operated by the slider on top of Streamer marked with the padlock symbol.

- When the slider reveals the GREEN mark, the keys can be operated.
- When the slider covers the green mark, the keys are locked.



Operate



Locked

Streamer cannot be operated when the keys are locked, apart from accepting a call from the cell phone. (All keys will then be active until the call is terminated.)

If you try to operate Streamer while the keys are locked, the back light in the buttons will flash a few times to indicate the non-operational mode of keys in Streamer.

The key lock is not an On/Off function.

6.2 General operation

Some of Streamer buttons have more functions depending on the listening situation and the duration of the press, i.e. how long a button is activated. Duration of button presses is defined as:

Key Press definitions	Duration
Short	Less than 1 second
Long	Approx. 2 seconds
Very long	More than 5 seconds

Streamer and a set of hearing instruments is a secure system. The hearing instrument(s) will only accept audio streaming from Streamer to which they are linked. (Linking has been done by your Hearing Care Professional.) This ensures that other hearing instruments cannot intercept phone calls or audio from your Streamer.



6.3 Using a cell phone

Streamer allows you to use a cell phone in conjunction with your hearing instruments. Together, the hearing instruments and Streamer work similar to a wireless Bluetooth headset.

Streamer supports two phones at the same time. This allows you to use Streamer seamlessly for two Bluetooth enabled cell phones or both a cell phone and a home phone (requires the ConnectLine Phone adapter).

If you have two hearing instruments you will have the speech from your conversation in both ears for optimal intelligibility.

In noisy environments it may be necessary to position Streamer closer to your mouth.

6.3.1 Preparing Streamer and cell phone

The Bluetooth function between Streamer and the cell phone must be prepared so the two devices can connect and work together. This initial configuration of the devices is referred to as pairing. If you have not paired Streamer to your cell phone, you should follow the pairing guidelines in section 6.9.

The following operations require that a cell phone is connected to Streamer and Streamer is inside the wireless working ranges of the cell phone and the hearing instruments.

6.3.2 Incoming call

When an incoming call is received by Streamer, a ringing tune appears in the instruments.

The incoming call is also shown on Streamer by the flashing green rim light around the Phone button.

When accepting the incoming call, your hearing instruments will automatically switch to a dedicated Streamer phone program.

While a phone call is active, the green rim light around the Phone button will switch to constant light.

If two phones (home phone or cell phone) are connected to Streamer and one is in a phone call, incoming calls on the other will not be received by Streamer.

Note: It will take about 1 second before the link from the cell phone to the hearing instruments is established.

6.3.3 Making a phone call


Before making a phone call, make sure that Streamer is inside the Body Area Network, e.g. by using the neck strap.

To make a phone call, you must use the cell phone keyboard just as when making a normal call from the phone. Streamer and the hearing instruments will automatically switch to headset functionality when you make a phone call.

The cell phone automatically makes a connection to Streamer and to the hearing instruments as soon as the call is active.

6.3.4 Phone button

The table shows how to use Streamer for phone calls over the cell phone.

	Short press	<p>A short press will answer or disconnect the incoming call, respectively.</p> <p>A short press will activate Voice Dialing when not in a call.</p> <p>Streamer can receive an incoming call while streaming other types of audio, e.g. when you are listening to music.</p>
	Long press	<p>When a connected phone is ringing, a long press will reject the incoming call.</p> <p>A long press will activate last number redial when not in a call.</p>

The Voice Dialing and last number redial features are not active when a ConneCLine Phone adapter is also connected to Streamer.

6.3.5 Microphone

The microphone in Streamer is active only during a phone call. In all other situations the microphone is turned off.



When using Streamer for phone communication, the microphone must be placed 10 - 30 cm from the mouth in order to ensure good sound quality to the person at the other end of the line.

6.3.6 Call waiting

Streamer supports call waiting by sending notification to the hearing instruments if a second call is incoming during an active call. The audible notification is added to the phone conversation by the telecom provider.

To switch to the second call, you must accept the call on the cell phone. Refer to the instructions for the cell phone.

6.3.7 Cell phone sounds

Some cell phones will try to send their ringing tones, key-press beeps, keyboard locked beep, etc. to any connected headset over the Bluetooth connection. (In cell phone manuals, this is normally referred to in-band ringing.)

Note: If the cell phone is configured to stream keyboard beeps over the Bluetooth connection, the cell phone will, when operated, interrupt any ongoing audio streaming and will force the hearing instruments to switch program.

Cell phone tip

It is strongly recommended to disable the key-press beeps, lock/un-lock beeps etc. on your cell phone. This will prevent unintended program shifts in your hearing instruments when operating the cell phone while connected by Bluetooth to Streamer.

Some cell phones will also support the following additional dedicated Bluetooth features:

Voice Dial

If this is implemented in the connected cell phone, the function will be activated by pressing Streamer Phone button shortly.

Last Number Redial

If this is implemented in the connected cell phone, the function will be activated by a long press on Streamer Phone button.

These two features cannot be activated during another phone call, when listening to TV or music with Streamer or when a ConnectLine Phone adapter is connected to Streamer.

Listening tip

When a phone call is started, the microphones in your hearing instruments are always switched on, allowing you to hear the acoustical sound from the surrounding environment. To focus on the phone conversation, especially in noise situations, you can switch off the hearing instrument microphones by pressing Streamer Up-Down button for two seconds.



6.4 Listening to audio sources

Streamer can connect your hearing instruments to many different audio sources and allows you to use your hearing instruments to function as wireless headphones.

An audio source can be connected to your hearing instruments through Streamer in two ways:

- by wired input to the micro jack
- by a wireless Bluetooth connection

From the Audio button on Streamer, you can start and stop audio streaming to the hearing instruments.

Before streaming audio, you must place Streamer inside the Body Area Network. It is recommended to use the neck strap.

Audio streaming can be activated in the hearing instruments independent of which program you have selected in your hearing instruments.

6.4.1 Connecting to wired audio input

When the included audio cable is connected to an audio player and Streamer, Streamer starts streaming after the Audio button is pressed shortly. The light around the Audio button turns on constant light (see section 7).

Use the included audio cable to connect Streamer to the audio source.



6.4.2 Connecting to a wireless audio source

The Bluetooth connection between Streamer and the audio source must be prepared so the two devices connect wirelessly to each other. This initial configuration of the devices is referred to as pairing. If you have not paired Streamer to your ConnectLine adapter or other Bluetooth audio source, you should follow the pairing guidelines in section 6.9 or the specific ConnectLine adapter guide.

A wireless audio source can be connected to Streamer when:

- the Connect function of Streamer is turned on, and
- Streamer and the audio source is inside the Connect range

Both a ConnectLine TV adapter and another Bluetooth audio source can connect to Streamer at the same time but only one can be activated at a time.


The ConnectLine TV adapter always has priority compared to other external Bluetooth audio sources, e.g. a Bluetooth stereo device/player.

Since Streamer can handle multiple audio sources, the following describes how Streamer will react to various operations:

- If streaming ConnectLine TV and then audio is connected to the wired jack input, a short press on the Audio button will first stop the TV sound. When the Audio button is pressed again, streaming from the jack input starts (priority control).
- When the jack is removed, the TV sound does NOT automatically resume but must be started by pressing the Audio button shortly again.
- If an incoming phone call is received while streaming TV sound or audio, the ringing tune is played in the hearing instruments. A short press on the Phone button will accept the phone call and stop the audio streaming. When the phone call is ended, the audio streaming will automatically resume.
- If a phone call is active when the jack is inserted, the call is NOT terminated and pressing the Audio button will be discarded.
- When the jack is removed during wired audio streaming, Streamer automatically stops the audio streaming and the hearing instruments return to standard program (P1).
- If a connected Bluetooth stereo player is started, audio streaming from this source is automatically started but only if there is no TV streaming or wired audio streaming available at the same time.

6.4.3 Audio button

The table shows how to use Streamer with all types of audio streaming:

	Short press	<p>A short press starts/stops streaming of the available audio. The available audio source can be wired audio, TV sound or a Bluetooth stereo music player. Streaming from audio sources is prioritized by Streamer, priority control is in this order:</p> <ol style="list-style-type: none">1. Wired audio (jack input)2. TV sound (ConnectLine TV)3. Bluetooth Stereo (e.g. a music player) <p>When no wired connection is present, Streamer will connect to the TV sound if inside range. Bluetooth stereo devices can only be started from the device itself but stopped on Streamer's Audio button.</p> <p>Note that phone calls can always be received while listening to TV, music.</p>
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Listening tip

When audio streaming is started, the microphones in your hearing instruments are normally switched on, allowing you to hear surrounding audio or speech as well. To only focus on the streamed audio, you can switch off the hearing instrument microphones by pressing Streamer Up-Down button for 2 seconds.

WARNING:

Excessive and continuous listening to loud music might damage you hearing over time and should be avoided.

6.5 Up-Down button


Streamer can be used as a remote control to the hearing instruments, operating the volume up and down and switching backwards and forwards in the program cycle.

6.5.1 Volume control

The volume control allows you to remotely adjust the sound level in the hearing instruments in all listening situations to achieve a good and convenient listening result.

When streaming TV, phone and music, the volume level adjusted by Streamer is memorized for each of the audio types. Next time streaming of a specific audio type is started, the memorized volume level is applied. The memorized volume levels are reset when the Connect function is turned off

The volume control functions as described in the table.

	<p>A short press adjusts the volume level up or down in the hearing instruments. If you have 2 hearing instruments, volume is adjusted in both hearing instruments at the same time.</p> <p>The volume can be turned up and down in steps. Each step is indicated by a click in the hearing instruments. Two beep indicates that the default volume level is reached.</p> <p>The volume control can be used during all types of audio streaming (i.e. listening to music or in phone call) but also when Streamer is not streaming audio.</p> <p>During audio streaming, adjusting the volume can only be done on Streamer. The controls on the hearing instruments are disabled.</p> <p>When not streaming audio, adjusting the volume can be done on both Streamer and on the hearing instruments.</p>
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6.5.2 Program shift

The program shift function allows you to remotely shift to another program in the hearing instruments.

The program shift function can be used only when:

- neither streaming audio nor in a phone call.
- there are two or more programs in the hearing instruments



A long press (2 seconds) switches to the next program in the hearing instrument program cycle.

Press the upper part to go forwards in the program cycle e.g. from P1 -> P2.
Press the lower part to go backwards in the program cycle e.g. from P3 -> P2.
If you have 2 hearing instruments, the program shift is carried out in both instruments at the same time.

During audio streaming (TV, phone and music), it is not possible to shift to another hearing instrument program.

A long press will instead switch the hearing instrument microphones on / off (i.e. the opposite to the present state).

6.6 Connect button


Connect is the wireless function that connects Streamer to the ConnectLine devices and other Bluetooth enabled audio sources like cell phones. The Connect function must always be turned on when listening to and communicate via your ConnectLine devices and other Bluetooth devices


To see whether an electronic media has a built-in Bluetooth function, you may look for the Bluetooth symbol:



Most cell phones today have Bluetooth built-in.

The basic operation of the Bluetooth function is described in the following table

	Short press	A short press turns Streamer's Connect function on . If already turned on, a short press will just confirm the status, turning on the blue rim light again for a short period of time.
	Long press	A long press turns the Connect function off .

	Very long press (5 sec.)	<p>A very long press activates the Bluetooth pairing mode. See section 6.9 describing the pairing sequence.</p> <p>The pairing mode is active for 120 seconds or until the pairing is complete. Pairing mode can be manually terminated by a long press on the Connect button.</p> <p>Streamer can be paired with up to 8 devices at the same time. When the max number is reached, Streamer starts overwriting the earliest paired devices, which is then lost from Streamer's pairing list."</p>
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When connectivity is not needed, the Connect function can be switched off to save battery power. (See section 5).

6.7 Connecting to Bluetooth devices

Whenever Streamer's Connect function has been turned off or the wireless audio source (ConnectLine device or cell phone) has been out of range or turned off, the devices must find and connect to each other. The AutoConnect function in Streamer ensures that all paired wireless audio sources are automatically connected to Streamer when possible. The automatic establishment of the wireless connections is helping to assure that your ConnectLine devices and cell phone(s) are always ready for use and that Streamer responds correctly every time pressing a button.

6.8 Out of Connect range handling

If Streamer is brought out of the wireless range of the ConnectLine devices or cell phone(s), the connection is momentarily lost. The devices will automatically re-connect when they are inside the Connect range again.

If the connection is lost during a phone call, the phone will either:

- hang up or
- continue the call but since not possible to transmit to Streamer, the call is now only accessible on the cell phone.

If the connection is lost while listening to ConnectLine TV, the audio streaming stops (after 5 seconds the hearing instruments return to the standard program (P1)). You may start Audio streaming again when inside the ConnectLine TV range again.

If the connection is lost while listening to a Bluetooth stereo player, the streaming stops (after 5 seconds the hearing instruments return to the standard program (P1)). The music streaming may resume automatically when inside the range again (depends on the stereo player).

6.9 Pairing to a Bluetooth device

Before using Streamer with a Bluetooth cell phone or a Bluetooth enabled audio source, Streamer must be paired to the device. This means that a secure relationship is established between the two units, enabling them to identify each other and communicate whenever they are turned on and within range of each other.

You only have to make the pairing once as the units will hereafter recognise each other.

Pairing is done by putting both units (i.e. Streamer and the device) into pairing mode. Units within range will automatically search for and find each other. (The units must be kept only a few meters apart.)

The following few basic steps will take you through a pairing sequence:

1. Prepare device

Make sure that the Bluetooth function is turned on in the cell phone or the audio source. Find the menu or identify the activation required to start the pairing process. Refer to the manual of the cell phone or audio device to be paired for detailed instruction on how to conduct the pairing. Normally, it is referred to as “find new audio equipment” and then set up the device as instructed.

2. Set Streamer into pairing mode

Put Streamer into pairing mode by a very long press of 5 seconds on the Connect button until it flashes. Streamer is now in pairing mode indicated by the fast blinking blue light.

3. Start pairing

Activate the pairing feature on the device. The device is now searching for active Bluetooth devices in the area. When Streamer is found by the device, the name ‘Streamer 1.2’ will appear in the display of the device (if featured). Go to the word ‘Streamer 1.2’ and press select or OK.

4. Enter PIN code

Streamer's code is: **0000** (four zeros). Upon entering the pin code, Streamer and the device are now paired.

For further Streamer pairing and product support, visit **www.oticon.com**

Cell phone issues:


After a successful pairing sequence, a symbol should appear in the cell phone display (e.g. a headphone), indicating that a headset is now connected to the phone and that the phone can only be used via Streamer and hearing instruments.



Different phones have different behaviour when used with a wireless Bluetooth headset – like a Streamer. If a problem occurs in the connection between your cell phone and Streamer, you should generally consult your cell phone manual for detailed trouble shooting.



6.9.1 Clearing stored pairings

If, for some reason, you need to clear all stored pairings in Streamer, this can be done by pressing the Connect button and the Volume up button at the same time for more than 10 seconds.

7. Visual indicators

Light	Blinking description	State description	Prerequisites
Phone 	Blinking GREEN light Constant GREEN light No light	Phone ringing Active phone call No active calls	Streamer is paired and connected to a phone

Light	Blinking description	State description	Prerequisites
<p>Audio</p> 	<p>Constant ORANGE light</p> <p>No light</p> <p>Slow flash ORANGE light (fading)</p>	<p>Streaming is on</p> <p>Streaming is off</p> <p>Streaming is pending</p>	<p>Connection is established to wireless audio source OR wired connection is present</p>
<p>Connect</p> 	<p>Fixed or slow fading BLUE light (every 4th second)</p> <p>Fast BLUE blinking light</p> <p>No light</p>	<p>Connect is turned on</p> <p>Pairing</p> <p>Connect is turned off OR indication in power saving mode</p>	<p>Pairing is activated</p>

Light	Blinking description	State description	Prerequisites
Battery low 	Constant RED light Blinking RED light	Battery low Battery very low	~ 20 minutes left ~ 5 minutes left
Battery charging 	Blinking GREEN light Constant GREEN light	Battery charging Battery fully charged	USB cable connected to power source
Backlight	Constant light for 10 seconds 5 short blinks in 1 second	A button pressed A button pressed	Key lock off Key lock on

8. Audible indicators

This section describes the hearing instrument sounds that Streamer can initiate. The sounds provide feedback about buttons pressed and functions activated from Streamer. The sounds also provide information about the mobile phone functions e.g. incoming call.

All sounds are played by the hearing instruments in any given active programme, so the ringing tune can e.g. be played when listening to audio streaming.

Event	Audio indication in hearing instruments
Phone ringing (incoming call)	Ringling tune
START audio streaming	Programme change beep shifting to relevant streaming programme in hearing instrument
STOP audio streaming	Programme change beep shifting back to the standard programme in hearing instrument

Call accepted	Programme change beeps shifting to phone programme in hearing instrument
Call waiting	Two short beeps (Standard call waiting beeps added by phone company)
Call ended	Programme change beep shifting back to the standard programme in the hearing instrument
Call rejected	One beep
Volume change	Click
Volume at preferred level	Two beeps (Can be disabled by your Hearing Care Professional)
volume min/max	Three beeps (Can be enabled by your Hearing Care Professional)
Programme shift	A number of beeps equivalent to programme selected (Refer to the hearing instrument instructions for programme beeps)
Battery low	Two short beeps to give first battery warning from Streamer
Battery very low	Two short beeps to give final battery warning from Streamer

9. Resetting Streamer

If, for some reason, Streamer halts in a non-functional mode, it can be reset.

To reset Streamer, press the Phone button for 10 seconds.

All rim lights will flash shortly to indicate that a reset has been made.

Note that all pairings to external Bluetooth devices stored in Streamer will still remain.

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10. Cleaning and maintenance

Streamer is a sealed product that requires only a minimum of maintenance. Any dirt, moisture or grease should be cleaned off by using a dry or damp cloth. It is recommended to clean Streamer on a regular basis.

The microphone opening and the connectors for audio input and charging must be kept free of dirt or debris. The dedicated cleaning brush following your hearing instruments can be used to clean these areas. Streamer and the neck strap must never be washed or immersed into water or other liquids. Make sure not to drop Streamer onto hard surfaces.

Streamer cannot be opened without damaging it. If problems occur which cannot be solved by following the guidelines in the trouble shooting section, you should consult your local Hearing Care Professional.

Avoid heat, humidity and chemicals

Your Streamer must never be exposed to extreme heat e.g. left inside a parked car in the sun. It must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must it be dried in microwave ovens or other ovens. Streamer must not be exposed to or cleaned with cleaning chemicals or alcohols.

11. Trouble shooting

Pairing	Problem	Solution
My Streamer will not enter Bluetooth pairing mode	Streamer's key lock is activated	Deactivate the key lock located on top of Streamer. When the key lock slider reveals a GREEN label, the keys can be operated
	Streamer is out of power	Charge or recharge the battery
My phone is not finding Streamer	Streamer is outside the range of your phone	Move the two devices closer together and reattempt pairing
	Streamer is already connected to other Bluetooth devices that are active and within its range	Make sure that all other nearby Bluetooth devices that have previously been paired to Streamer are turned off before you repeat the pairing process

Pairing	Problem	Solution
Pairing was unsuccessful	Your Streamer is not in pairing mode when your phone is trying to pair with it	Streamer's pairing mode is active for 120 seconds or until Streamer has been paired to your device. If the pairing is not completed within the 120 seconds repeat the pairing process again
	Wrong PIN code was entered	Repeat the pairing process and ensure that you use the PIN code: 0000 (four zeroes)

Phone	Problem	Solution
<p>The Phone button does not blink when the phone is ringing and there is no ringing indication in the hearing instruments</p>	<p>Bluetooth is off in the phone and/or in Streamer</p>	<p>Ensure Bluetooth is on in the phone - please reference your phone's user guide.</p>
	<p>Your phone and your Streamer are disconnected from each other</p>	<p>Ensure Connect is on in Streamer. Press the Connect button shortly to turn Connect on. Reconnection between Streamer and any Bluetooth device will happen automatically when the general conditions for this are accomplished</p>
	<p>Streamer is not paired to the mobile phone</p>	<p>Follow the pairing process described in section 6.9</p>

Phone	Problem	Solution
<p>The Phone button does not blink when the phone is ringing and there is no ringing indication in the hearing instruments</p>	<p>Streamer is out of power</p> <p>The Bluetooth connection between Streamer and your phone is unsteady</p>	<p>Recharge the battery</p> <p>Oticon cannot guarantee compatibility with every Bluetooth® product on the market. If both products are Bluetooth® Qualified, the likelihood that they will interoperate is good, but some incompatibilities may still exist</p>
<p>The phone button is blinking when the phone is ringing but I hear no ring indication in the hearing instruments</p>	<p>Streamer is out of EarStream range</p>	<p>Make sure Streamer is kept within 50 cm (20 inches) of the hearing instruments. For optimum performance use the neck strap</p>

Phone	Problem	Solution
The audio in the hearing instruments drops out	Streamer is out of Bluetooth range	Make sure Streamer is kept within 10 metres (30 feet) of the phone. This range is reduced significantly indoors with lots of obstacles (walls, furniture) and it is also phone dependent
The other party has difficulties hearing me on the phone	Streamer's microphone does not pick up your voice clearly	Talk straight into the microphone. Be careful not to let Streamer rub against clothes or other material during calls
I have difficulties hearing the other party on the phone in noisy environments	Environmental sounds disturb speech understanding	Turn the hearing instruments microphones off by pressing the Up-Down button for 2 to 3 seconds. You will hear the programme change beep and after 1 second the microphones in both hearing instruments will be off. Be careful not to turn off the hearing instruments microphones in traffic!

Phone	Problem	Solution
The phone call does not go through when the Phone button is pressed	You may be pressing the Phone button too long when you are answering a call. The call will be rejected	To accept a call make a short press (less than 1 second)
I hear multiple beeps in my hearing instruments while operating my phone	The key sound feature may be turned on in your phone	Deactivate key sounds on your phone

Wired audio	Problem	Solution
No audio in the hearing instruments	Audio source needs to be turned on	If Streamer is connected to e.g. a PC, make sure that the volume is turned up on the PC
Volume is too low/ high	Volume needs to be adjusted on the audio source	Adjust volume on the audio source e.g. a PC to a level that suits you when using Streamer

Charging	Problem	Solution
Streamer does not work even while charging	The battery of Streamer is drained completely	Streamer needs to charge for approximately 20 minutes before it can operate. For optimal battery life avoid draining the battery completely

Volume	Problem	Solution
When I press a button Streamer blinks and nothing happens	Keyboard is locked to prevent accidental button activation	Deactivate the key lock located on top of Streamer. When the key lock slider reveals a GREEN label, the keys can be operated
When I turn the microphones off, the volume changes	The volume changes to default level when changing programme	This is by design

12. International Warranty

Streamer is covered by a limited warranty issued by the manufacturer for a period of 12 months from the day of the original purchase.

Please notice that extended warranties may apply in your country. Please contact your local Hearing Care Professional for more information.

What is covered by this warranty?

Any electrical component, that because of workmanship, manufacturing or design defects fails to function properly under normal use during life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the point of purchase.

If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the Hearing Care Professional and the customer.

What is not covered by this warranty?

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions or damage due to foreign objects entering the device are NOT covered by the limited warranty and may void it.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer products. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your Hearing Care Professional for further information.

Oticon Warranty Certificate

Name of owner:

Dispenser:

Dispenser address:

Dispenser phone:

Purchase date:

Warranty period:

Month:

Serial no.:

13. Product approval, precautions and markings

Beside the Bluetooth transmitter, Streamer contains a radio transmitter using short range magnetic induction technology working at 3.84 MHz.

The magnetic field strength of the transmitter is $< -15 \text{ dB}\mu\text{A/m @ 10m}$.

The emission power from Streamer is below international emission limits for human exposure. For comparison, the radiation of Streamer is less than unintended electromagnetic radiation from for example hair dryers, electric shavers etc. Streamer complies with international standards concerning electromagnetic compatibility.

Due to the limited size available on the device, many of the relevant approval markings are found in this document.

This instrument is certified under:

FCC ID: U28STREAM02

IC: I 350B-STREAM02

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to the equipment not expressly approved by Oticon may void the FCC's authorisation to operate the equipme.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warnings

Streamer is not a toy and therefore should be kept out of the reach of children and anyone else who might swallow parts or otherwise cause injury to themselves. Special attention should be paid to the smaller components in order to prevent children from swallowing them and choking.

If a part is swallowed, see a doctor immediately.

The safety of the use of Streamer with auxiliary input cable is determined by external signal source. When the input cable is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601 or equivalent safety standards.

The safety of recharging batteries with the USB connector only is determined by the external equipment. When the USB connector is connected to mains-operated equipment, this equipment should be UL approved or comply with equivalent safety requirements.

Never expose Streamer to great heat by putting it in the oven, microwave oven or burning it. There is a risk that it will explode and cause serious injury.

Streamer is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, Streamer might cause interference with other medical devices such as defibrillators and pacemakers. Please contact the manufacturer of your implantable device for information about the risk of disturbance. Interference can also be caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

Use in cars:

Using Streamer with a mobile phone while driving can distract you. If driving conditions demand it, pull off the road and park before making or answering calls.

Use on aircrafts:

Streamer should not be used onboard aircrafts unless specifically permitted by the flight personnel.

Use of the neck strap:

If by accident the neck strap should get caught in something while wearing it, the neck strap is constructed to break automatically. Therefore, never try to shorten or modify the neck strap in an unauthorised way. The neck strap should not be used for children weighing less than 11 kg.

Oticon hereby declares that this Streamer is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Declaration of conformity is available at:

Oticon A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.com

CE 0682



Waste from electronic equipment must be handled according to local regulations.



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People First is our promise
to empower people
to communicate freely,
interact naturally and
participate actively



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