

# Oticon ♦ Epoq Streamer



## Instructions for Use

## Introduction

We would like to congratulate you on selecting one of the most user friendly and advanced hearing device accessories on the market to enhance your hearing solution for important and valuable everyday purposes.

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

This solution gives you the world's smallest hands-free headset and personal headphones for many listening and communication purposes.

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 familiarise yourself with the entire content before using the Streamer. This will help you to achieve the optimal benefits of the product for the longest time possible.

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## 1. Typical package content

Streamer



Neck Strap



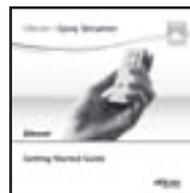
Pocket Clip



This manual



Getting Started guide



Power supply (charger)



USB charger cord



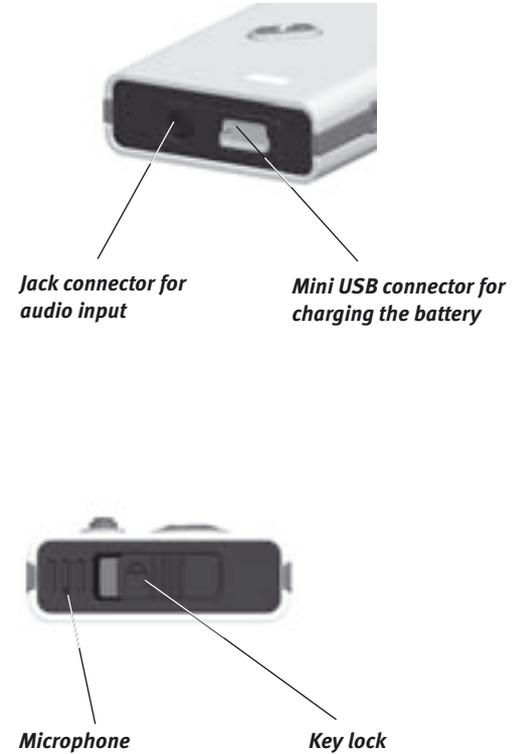
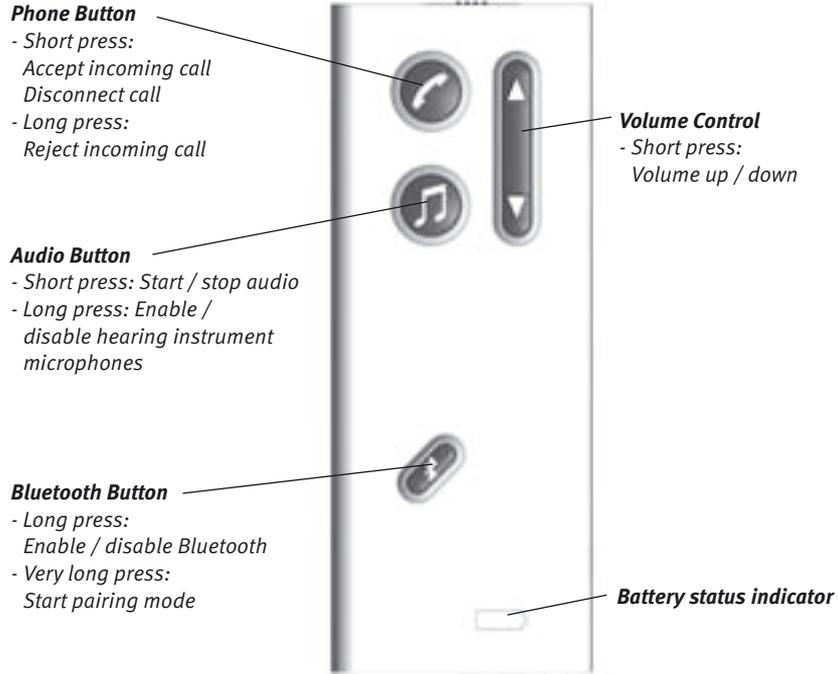
Audio cable, 1 m (40 inches)



*Make sure to identify all components and check that the package content is complete.*

## 2. Product overview

### Buttons and connectors



### 3. Basic use and wearing

#### 3.1 What is a Streamer

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

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

Through the Streamer, your hearing instruments can connect to a number of audio sources and allows you to

- use a mobile phone fully hands-free.
- listen to music and audio from the radio, computer, portable music players (like mp3's)

You can also use the Streamer as a remote control of the volume in the hearing instruments.



#### 3.2 How to wear it

To make sure that you receive the best signal through the 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 meter. The wireless function enabling the Streamer and hearing instruments to communicate, called EarStream, operates at extremely low power levels.

The Streamer can be worn and carried in various ways to satisfy your personal taste, clothing and life style.

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

The following accessories are included:

- neck strap to be used to carry and use the Streamer hands-free in a lavalier.
- pocket clip to be used to attach the Streamer to a pocket / inside a pocket / or belt while not streaming audio.

Only one of the carrying devices can be attached to the Streamer at a time. The devices are clicked onto the Streamer by pressing the device onto the back of the streamer aligning the two points of attachments. Use a finger nail to lift and release the device from the Streamer again.

ON



OFF



### **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 knob to shorten the length.

If a neck strap breaks, it can not be repaired and must be renewed. Consult your Hearing Care Professional for a replacement.

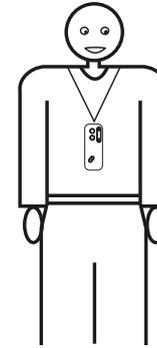
### 3.3 How to use the Streamer

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. The Streamer can be kept in a pocket when not streaming audio, however still ready to receive a phone call.
3. The 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 other person.
4. When using the 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, the Streamer microphone is sensitive to mechanical noise (handling, knocking and scratching). Make sure that the Streamer is positioned and held calmly and 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 the Streamer minor drop outs of sound can occur. If you have two hearing instruments, sound should remain in one ear even though a drop out is happening. (To prevent drop outs, the neck strap should be used).

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

#### Hands free

*Neck Strap*



Purpose: Mobile Phone, Music, PC, Stand-by, Remote Control etc.

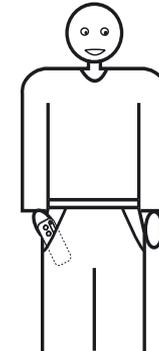
#### Hand held

*In your hand*



Purpose: Mobile Phone

*In the pocket*



Purpose: Remote Control, Stand-by

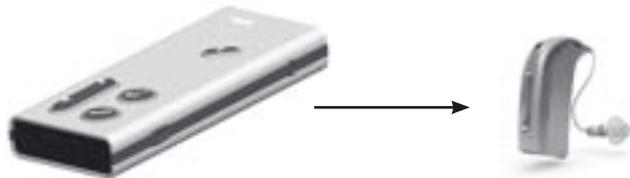
## 4. Streamer wireless ranges

### 4.1 EarStream range

The 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 the Streamer is streaming audio, the range to the hearing instrument is approx. 0.5 meter (20 inches). This means that the Body Area Network has an outer perimeter 0,5 meter from the ears and that the 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.



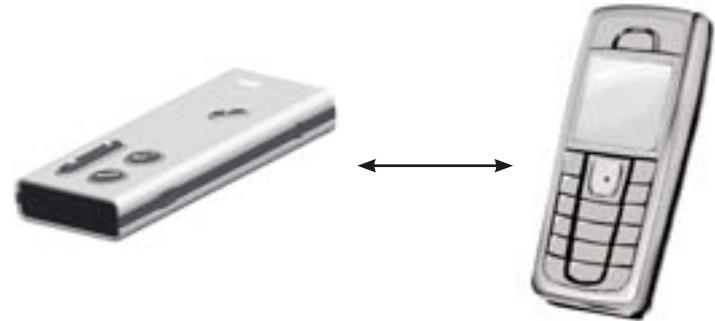
*Streamer to hearing instruments: 0.5 meter range  
When the Streamer is used for remote volume control only or just “stand-by”  
(ready for incoming phone call) the range can expand up to 1 meter.*

### 4.2 Bluetooth range

The Streamer has a Bluetooth transmitter built-in that can be manually turned on/off as a separate function. Bluetooth is used to communicate and send audio from your external sound and communication units, like a Bluetooth-enabled mobile phone.

The wireless range from the Streamer to a mobile phone is 10 meters (33 feet) in open space. Bluetooth range is reduced by objects between the Streamer and the mobile phone.

The range also depends on the quality of the antenna of the other device.



*Mobile phone distance to/from the Streamer: 10 meters range*

## 5. Battery life and maintenance

The Streamer has a built-in rechargeable battery. Always start by charging your new Streamer for 2-4 hours until fully charged.

The battery life of the Streamer depends on the usage.

USE	BATTERY LIFE*
Talking in mobile phone	5 hours
Listening to music with Bluetooth stereo wireless connection	5 hours
Listening to music / audio with wired connection	6 hours
Stand-by (BT on, no streaming)	70 hours
Bluetooth (BT) off	2 years

The table is based on a fully charged new battery.

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

Even though the Streamer has no dedicated on/off button, turning off Bluetooth will result in a prolonged battery life.

### 5.1 Charging the Streamer

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

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



Included in the package, you will also find a USB cord that can be used to connect and charge the 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. Make sure to always charge the battery when the status indicator flashes red.

When charging, the status indicator flashes GREEN. When the status indicator shows a fixed green light, the battery is fully charged. 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. The Streamer can be charged during use as well. This will prolong the charging time. Please, check that the device you connect the Streamer to via the USB cable has been approved according to international security standards.

**IMPORTANT NOTICE**

The battery should be prevented from being drained completely. The better the battery is treated, the longer it will keep its capacity.

The battery cannot be replaced by the user. The 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 the Streamer and the hearing instruments are described in section 7 and 8.

### 6.1 Key lock

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

The key lock is operated by the slider on top of the 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.



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

If you try to operate the 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 the Streamer.

The key lock is not an ON / OFF function.

## 6.2 General Operation

Some of the 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 4 seconds

*Note:*

*Audio streaming is one-way communication from the Streamer to the hearing instruments i.e. the Streamer has no information about the state of the hearing instruments. When audio streaming is stopped, the Streamer instructs the hearing instruments to release controls and resume normal operation.*

*If the hearing instruments for some reason during a streaming situation do no longer receive the audio information from the Streamer for a period of 5 seconds, the hearing instruments will themselves automatically return to normal operation.*

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

## 6.3 Using a mobile phone



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

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 the Streamer closer to your mouth.

### 6.3.1 Preparing the Streamer and mobile phone

The Bluetooth function between the Streamer and the mobile 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 the Streamer to your mobile phone, you should follow the pairing guidelines in section 6.9.

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

#### **Reconnection Tip**

Normally, two paired Bluetooth devices will find each other when turned on.

If the devices do not connect automatically or have not been set up to connect automatically, the devices must be connected manually.

Always turn on the mobile phone before turning on the Bluetooth function in the Streamer.

### 6.3.2 Incoming Call

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

The incoming call is also shown on the 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.

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

### 6.3.3 Making a phone call

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

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

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

### 6.3.4 Phone button

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

	Short press	<p>When a connected mobile phone is ringing, a short press will <b>answer the incoming call</b>.</p> <p>An active phone call is <b>terminated</b> also with a short press.</p> <p>The 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 <b>reject the incoming call</b>. No action will be applied to the hearing instruments.</p>

### 6.3.5 Microphone

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



When using the Streamer for phone communication, the microphone must be placed 10 – 40 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

The 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 mobile phone. Refer to the instructions of the mobile phone.

### 6.3.7 Mobile phone sounds

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

The Streamer does not support in-band-ringing, and will not receive dedicated ringing tunes from mobile phones. The Streamer ringing tune is always played by the hearing instruments and is fixed.

*NOTE, if the mobile phone is configured to stream keyboard beeps over the Bluetooth connection, the mobile phone will, when operated, interrupt any ongoing audio streaming and will force the hearing instruments to switch program.*

#### **Mobile phone Tip**

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

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

### **Voice Dial**

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

### **Last Number Redial**

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

These two features cannot be activated during another phone call or when listening to music with the 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 the Streamer audio button for two seconds.

## **6.4 Listening to Audio sources**



The 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 the Streamer in two ways:

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

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

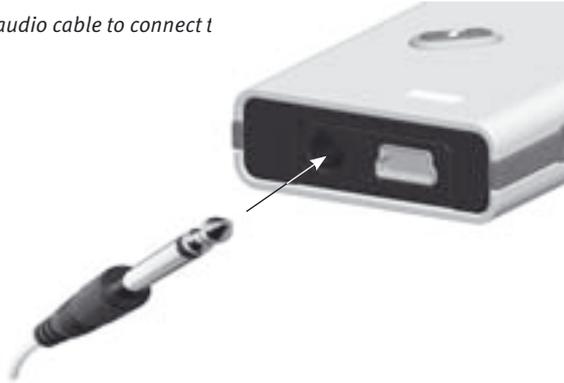
Before streaming audio, you must place the Streamer inside the Body Area Network. It is recommended to use the neck strap.

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 the Streamer, the 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 t*



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

- If Bluetooth audio streaming is active when the jack is inserted and the audio button is pressed again, the Bluetooth audio is stopped and the wired audio is streamed instead (priority control). When the jack is removed Bluetooth audio does NOT automatically resume, but must be activated by pressing the audio button shortly again.
- If a phone call is active when the jack is inserted, the call is NOT terminated.
- When the jack is removed during audio streaming, the Streamer stops audio streaming and the hearing instruments return to standard program.
- If the audio button is pressed without a jack connected, streaming will not start.

### 6.4.2 Connecting to a Bluetooth audio source

The Bluetooth function between the Streamer and the audio source 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 the Streamer to your Bluetooth audio source, you should follow the pairing guide lines in section 6.9.

A Bluetooth audio source can be connected to the Streamer when:

- the Bluetooth function of the Streamer is turned on
- the Bluetooth enabled audio source is turned on
- when the Streamer and audio source is inside their Bluetooth range

First turn on the Bluetooth function on the Streamer before turning on the audio source.

If more than one Bluetooth audio source is present e.g. two Bluetooth Stereo devices, the Streamer will connect to only one of them. If possible, this will be the last one connected.

It is not possible to seamlessly switch between two Bluetooth audio sources.

(One Bluetooth device must be turned off or moved out of range from the Streamer before the second device is turned on or moved inside the range of the Streamer).

### 6.4.3 Audio button

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

	Short press	<p>A short press <b>starts/stops streaming</b> of the available audio. The available audio source can be wired audio or a Bluetooth enabled stereo / music player. Streaming from audio sources is prioritized by the Streamer, priority control is in this order:</p> <ol style="list-style-type: none"><li>1. Wired audio</li><li>2. Bluetooth Stereo</li></ol> <p>When no wired connection is present, the Streamer will attempt to connect to the last connected Bluetooth device. This will take a few seconds and in that time the orange light around the audio button will blink (see section 7).</p> <p><i>Note that phone calls will be received when listening to music/audio</i></p>
	Long press	<p>Turn the <b>microphones on/off in the hearing instruments</b> while streaming audio. When the microphones are activated in the hearing instruments, both the streamed audio and the environment sounds can be heard.</p> <p><i>Note that this will reset the volume control to the preferred level.</i></p>

### Listening Tip

When audio streaming is started, the microphones in your hearing instruments are always switched off, allowing you to focus on the audio being played.

To also hear the acoustical sound from the environment, you can switch on the hearing instrument microphones by pressing the Streamer audio button for 2 seconds.

## 6.5 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.

The volume control is functioning as described in the table



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.

The volume can be turned 4 steps up and 8 steps down. Each step is indicated by a click in the hearing instruments. Two beep indicates that the preferred volume level is reached.

The volume control can be used during all types of audio streaming (i.e. listening to music or in phone call) but also when the Streamer is not streaming audio.

During audio streaming, adjusting the volume can only be done on the Streamer. The controls on the hearing instruments are disabled.

When not streaming audio, adjusting the volume can be done on both the Streamer and on the hearing instruments. The Streamer works as a remote control of the volume control in addition to the volume control on the hearing instruments.

## 6.6 Bluetooth button

Bluetooth is the wireless application that connects the Streamer to external wireless audio sources. Bluetooth is a global standard used in many electronic media. Most Bluetooth enabled devices will work together.

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



Most mobile phones today have Bluetooth built-in.

The Bluetooth function must always be turned on when you need or expect to use and communicate with your Bluetooth devices.

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

	Short press	A short press will prompt the <b>status of the Bluetooth function.</b>  If Bluetooth is on, the rim light around the button will light for a few seconds.
	Long press	This switches <b>the Bluetooth function on/off</b> in the Streamer.  When Bluetooth is on, the rim light around the button fades in and out (like a heart beat).  <i>Bluetooth must be active to connect with the Streamer.</i>

	<p>Very long press (7 sec.)</p>	<p>This activates the <b>Bluetooth pairing mode</b>. See section 6.9 describing the pairing sequence.</p> <p>Bluetooth must be turned off before the Streamer can enter the pairing mode. Pairing mode is active for 120 seconds or until the pairing is complete. Pairing can be cancelled manually with a long press on the Bluetooth button.</p> <p>The Streamer can be paired with up to 8 devices at the same time. When the max number is reached, the Streamer starts overwriting the oldest pairings.</p>
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When not necessary for use, the Bluetooth function can be switched off to save battery power. (See section 5).

## 6.7 Connecting to Bluetooth devices

Whenever the Bluetooth function in the Streamer or in the external audio source, has been turned off, the devices must find and connect to each other again when turned on.

### Reconnection Tip

Normally, two paired Bluetooth devices will find each other when turned on.

If the devices do not connect automatically or have not been set up to connect automatically, the devices must be connected manually.

Always turn on the mobile phone before turning on the Bluetooth function in the Streamer.

Refer to the manual of the mobile phone or audio source for detailed instruction on how the device connects and how connecting can be manually operated.

## 6.8 Out of range handling Bluetooth

If the Streamer is brought out of the Bluetooth range of the mobile phone, the connection is momentarily lost. Normally, the devices will re-connect when they are inside the Bluetooth range again.

If the Bluetooth connection is lost during a phone call, the phone will hang up (this is standard Bluetooth headset behaviour).

If the Bluetooth connection is lost to an audio / music player while streaming, the audio streaming stops and must be started again when the devices are inside their Bluetooth range again.

## 6.9 Pairing to a Bluetooth device

Before using the Streamer with a Bluetooth mobile phone or a Bluetooth enabled audio source, the Streamer must be paired to the device. This means, 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 recognize each other.

Pairing is done by putting both units (i.e. the Streamer and the device) into pairing mode. Here, the units automatically will 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 mobile phone or the audio source.

Find the menu or identify the activation required to start the pairing process.

Refer to the manual of the mobile 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 set up the device as instructed.

### 2. Set Streamer into pairing mode

Make sure that the Bluetooth function of the Streamer is turned off. The Streamer is then put into pairing mode by a very long press of 7 seconds on the Bluetooth button until it flashes. The Streamer is now in pairing mode indicated by the fast blinking blue light.

See also section 6.6 for further info on Streamer Bluetooth pairing mode

### 3. Start Pairing

Activate the pairing feature on the device.

The device is now searching for active Bluetooth devices in the area. When the Streamer is found by the device, the word ‘Streamer’ will appear in the display of the device (if featured).

Go to the word ‘Streamer’ and press select or OK.

#### 4. Enter Pin code

The Streamer code is: 0000 (four zeros)

Upon entering the pin code, the Streamer and the device are now paired.

Depending of the external Bluetooth device, you might also have to manually activate the connection between the Streamer and the device (e.g. the mobile phone). This is normally done by selecting “Connect” in the display menu.

For further Epoq Streamer pairing and product support, visit [www.oticon.com](http://www.oticon.com)

#### Mobile phone issues:

After a successful pairing sequence, a symbol should appear in the mobile 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 the 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 mobile phone and the Streamer, you should generally consult your mobile phone manual for detailed trouble shooting.

#### 6.9.1 Clearing stored pairings

If, for some reason, you need to clear all stored pairings in the Streamer, this can be done by pressing the Bluetooth 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	Phone ringing	Streamer is paired and connected to mobile phone
	Constant GREEN light	Active phone call	
	No light	No active calls	

Light	Blinking description	State description	Prerequisites
Audio 	Constant ORANGE light	Streaming is on	Connection is established to Bluetooth or wired connection is present
	No light	Streaming is off	
	Slow flash ORANGE light (fade) until audio is re-activated	Streaming is pending	Audio connected from wired music player or Bluetooth audio dongle
Bluetooth 	Slow fading BLUE light (every 4th second)	Bluetooth is turned on	
	Fast BLUE blinking light	Pairing	Pairing is activated
	No light	Bluetooth is turned off	

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

## 8. Audible indicators

This section describes the hearing instrument sounds that the Streamer can initiate.

The sounds provide feedback about buttons pressed and functions activated from the 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 program, so the ringing tune can e.g. be played when listening to audio streaming.

<b>Event</b>	<b>Audio indication in hearing instruments</b>
Phone ringing (incoming call)	Ringling tune
START audio streaming	Program change beep shifting to relevant streaming program in hearing instrument
STOP audio streaming	Program change beep shifting back to the standard program in hearing instrument
Call waiting	Two short beeps (standard call waiting beeps added by phone company)

Volume change	Click
Volume at preferred level	Two beeps (can be disabled by your Hearing Care Professional)
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 the Streamer

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

To reset the 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 the Streamer will still remain!

## 10. Cleaning and maintenance

The 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 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.

The Streamer and the neck strap must never be washed or immersed into water or other liquids.

Make sure not to drop the Streamer onto hard surfaces.

The 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. stream baths, showers or heavy rain. Nor must it be dried in micro wave ovens or other ovens.

The 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 the Streamer. When the key lock slider reveals a GREEN label, the keys can be operated
	<p>Streamer is out of power</p> <p>Bluetooth was on when you tried to put your Streamer in pairing mode</p>	<p>Re(charge) the battery</p> <p>Bluetooth must be off for the Streamer to enter pairing mode. If the Bluetooth fades in and out, it is on and you will need to turn it off by pressing the Bluetooth button for about 2 to 3 seconds. Now repeat the pairing process</p>
My phone is not finding the 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 the 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	Bluetooth must be off for the Streamer to enter pairing mode. If the Bluetooth fades in and out, it is on and you will need to turn it off by pressing the Bluetooth button for about 2 to 3 seconds. Now repeat the pairing process Note: The Streamer's pairing mode is active for 120 seconds or until the Streamer has been paired to your phone. If the pairing is not completed within the 120 second, repeat the pairing process again
	Wrong passcode was entered	Repeat the pairing process and ensure that you use the passcode: 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 the 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 Bluetooth is on in the Streamer. If the Bluetooth does not fade in and out, it is off. Press the Bluetooth button for 2 to 3 seconds to turn Bluetooth on</p> <p>Reconnection can be accomplished in three ways:</p> <ol style="list-style-type: none"> <li>1) Turn Streamer’s Bluetooth off, then on. (Bluetooth is turned off/on with a 2 to 3 second press on the Bluetooth button)</li> <li>2) Turn off: a) your phone and b) the Streamer’s Bluetooth. Reconnection is now accomplished by turning on first your phone and then your Streamer’s Bluetooth</li> <li>3) From the phone’s Bluetooth menu select the Streamer as the “active device”</li> </ol>
	<p>The 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 (Continued)</p>	<p>Streamer is out of power</p>	<p>Recharge the battery</p>
	<p>The Bluetooth connection between the Streamer and your phone is unsteady</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 the Streamer is kept within 50 cm (20 inches) of the Hearing Instruments. Holding the Streamer horizontal helps. For optimum performance use the neck strap</p>
<p>The audio in the Hearing Instruments drops out</p>	<p>Streamer is out of Bluetooth range</p>	<p>Make sure the Streamer is kept within 10 meter (30 feet) of the phone. This range is reduced significantly indoors with lots of obstacles (walls, furniture) and it is also phone dependent</p>
<p>The other party has difficulties hearing me on the phone</p>	<p>The Streamer’s microphone does not pick up your voice clearly</p>	<p>Talk straight into the microphone. Be careful not to let the Streamer rub against clothes or other material during calls</p>

<i>I have difficulties hearing the other part on the phone in noisy environments</i>	<i>Environmental sounds disturb speech understanding</i>	<i>Turn the Hearing Instruments' microphones off by pressing the audio button for 2 to 3 seconds. You will hear the program 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!</i>
<i>The phone call does not go through when the phone button is pressed</i>	<i>You may be pressing the phone button too long when you are answering a call. The call will be rejected</i>	<i>To accept a call make a short press (less than 1 second)</i>
<i>I hear multiple beeps in my Hearing Instruments while operating my phone</i>	<i>The key sound feature may be on in your phone</i>	<i>Deactivate key sounds on your phone</i>
<b>Wired audio</b>	<b>Problem</b>	<b>Solution</b>
<i>No audio in the Hearing Instruments</i>	<i>Audio source needs to be turned on</i>	<i>If the Streamer is connected to e.g. a PC, make sure that the volume is turned up on the PC</i>
<i>Volume is too low/high</i>	<i>Volume needs to be adjusted on the audio source</i>	<i>Adjust volume on the audio source e.g. a PC to a level that suits you when using the Streamer</i>

<b>Charging</b>	<b>Problem</b>	<b>Solution</b>
<i>Streamer does not work even while charging</i>	<i>The battery of the Streamer is drained completely</i>	<i>The Streamer needs to charge for approximately 20 minutes before it can operate. For optimal battery life avoid draining the battery completely</i>
<b>Volume</b>	<b>Problem</b>	<b>Solution</b>
<i>When I press a button the Streamer is blinking and nothing happens</i>	<i>Keyboard is locked to prevent accidental button activation</i>	<i>Deactivate the key lock located on top of the Streamer. When the key lock slider reveals a GREEN label, the keys can be operated</i>
<i>When I turn the microphones off, the volume changes</i>	<i>The volume changes to default level when changing program</i>	<i>This is by design</i>

## 12. International Warranty

The 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 unauthorized 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, the 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 the Streamer is below international emission limits for Human Exposure. For comparison, the radiation of the Streamer is less than unintended electromagnetic radiation from for example hair dryers, electric shavers etc. The 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:



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 authorization to operate the equipment.

**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.

Hereby, Oticon 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



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



N1175



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QD ID: B012747

## Warnings

The 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 exposure the Streamer to great heat by putting it in the oven, micro wave oven or burning it. There is a risk that it will explode and cause serious injury.

The Streamer is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, the 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 the 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:**

The 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 unauthorized way. The neck strap should not be used for children who weights less than 11 kg.

