

MULTISTREAMER PRO


●● User Manual



Intended purpose

The audifon MULTISTREAMER PRO is used to connect your new audifon hearing aids to Android and other Bluetooth-enabled devices.

The MULTISTREAMER PRO can also be used to transmit an audio signal (e.g. TV signal) or as a table microphone in acoustically demanding situations (e.g. restaurants/conferences).

 The MULTISTREAMER PRO is an accessory for specific hearing aids from audifon. You can find the compatible audifon hearing aids in Chapter 2.2. Hearing aids need to be fitted individually by a hearing care professional or an ENT doctor. In some countries, the prescriptions of hearing aids is the task of an ENT doctor.

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WARRANTY CARD

1 INTRODUCTION

Congratulations on the purchase of your new audifon MULTISTREAMER PRO. These instructions are intended to help you use your audifon accessories properly.

Please read through the following operating and care instructions carefully to avoid malfunctions and faults. If you follow these instructions, your MULTISTREAMER PRO will prove to be an invaluable help in your day-to-day communication with your surroundings and other people.

If you have any further questions, please contact your hearing care professional.

2 MULTISTREAMER PRO

2.1 Type

MULTISTREAMER PRO is an accessory for your audifon hearing aid in the form of an audio streamer.

2.2 Overview

The MULTISTREAMER PRO can be paired with the following audifon hearing aids:

Model	Battery	
	Size	Indication range
lewi S	13	Moderate to severe hearing loss
lewi R	312	Mild to moderate hearing loss
risa S	13	Moderate to severe hearing loss
risa R	312	Mild to moderate hearing loss

Detailed acoustic data of your hearing aid and the MULTISTREAMER PRO can be found in a separate data specification.

This and further information are available from your hearing care professional or www.audifon.com.

2.3 Battery

The MULTISTREAMER PRO is equipped with a rechargeable lithium-ion battery.

Always switch your MULTISTREAMER PRO OFF after use.

2.3.1 Battery status display

The MULTISTREAMER PRO displays its battery charge status via the LED when it is switched ON. You can see the charge status in the following list:

Colour of flashing LED = battery charge status

Green = > 40%



Orange = > 20%

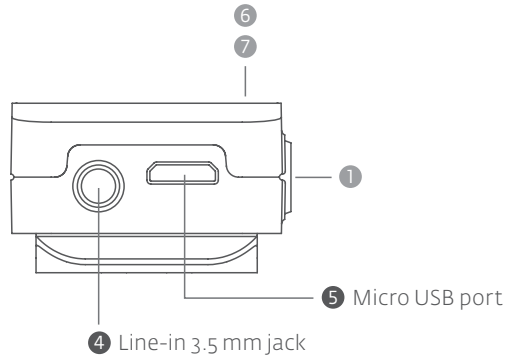


Red = < 20%

2.3.2 Charging the battery

Charge the MULTISTREAMER PRO as soon as the battery status light goes red. Please do this using the charger supplied and the Micro USB cable. The battery is fully charged in 5 to 6 hours. Charging will stop automatically when the battery is fully charged.

The MULTISTREAMER PRO remains operational even when it is in the charging mode. Simply disconnect it from the charger when charging is completed.

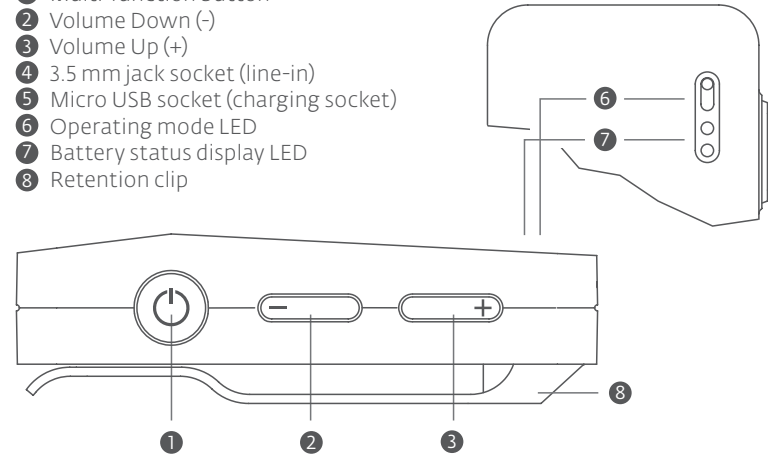


3 OPERATION

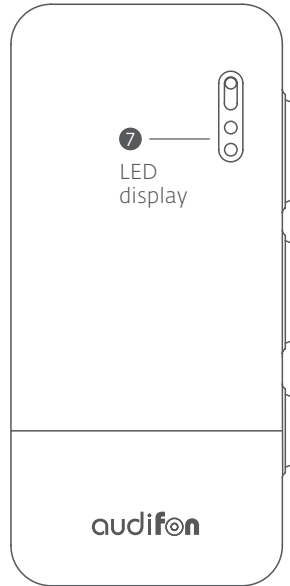
3.1 Construction

The MULTISTREAMER PRO consists of the following components:

- 1 Multi-function button
- 2 Volume Down (-)
- 3 Volume Up (+)
- 4 3.5 mm jack socket (line-in)
- 5 Micro USB socket (charging socket)
- 6 Operating mode LED
- 7 Battery status display LED
- 8 Retention clip



3.2 Switching the MULTISTREAMER PRO ON and OFF



Please press the multi-function button for about 3 seconds to switch ON the MULTISTREAMER PRO. If the LED flashes green 5 times, you have successfully switched ON your device.

When the MULTISTREAMER PRO is switched ON, please press the multi-function button for about 2 seconds to switch it OFF.

If the LED flashes red once, you have successfully switched OFF your device.

① Multi-function button

3.3 Pairing the MULTISTREAMER PRO

3.3.1 Pairing hearing aids with the MULTISTREAMER PRO

Make sure the green power light on the MULTISTREAMER PRO is ON and then switch ON your hearing aids. Pairing must be done within a 180 seconds window and configured as a pair of hearing aids.

During pairing, the LED display on the MULTISTREAMER PRO will start flashing in blue and stabilise once pairing is completed.

If pairing is not successful, please refer to additional notes on Chapter 3.3.3.

3.3.2 Pairing your smartphone with the MULTISTREAMER PRO

Make sure the green power light on the MULTISTREAMER PRO is ON and Bluetooth mode is enabled on smartphone. Press and hold the multi-function button for approx. 5 seconds, until LED indicator flashes blue.

Select "MULTISTREAMER PRO" on the list of Bluetooth devices on smartphone.

The LED indicator will switch to steady blue to indicate successful pairing.

3.3.3 Deleting stored pairings (resetting the MULTISTREAMER PRO)

If your MULTISTREAMER PRO can no longer be paired automatically, it may be necessary to reset all connection settings. To delete previously stored pairing between your MULTISTREAMER PRO and your hearing aids or your smartphone, proceed as follows:

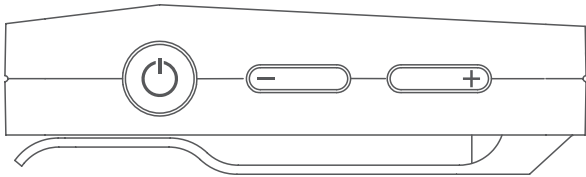
Switch ON the MULTISTREAMER PRO. Then press the multi-function button for 10 seconds. A continuous blue LED light indicates that you have deleted all previous connection.

To pair your MULTISTREAMER PRO with your hearing aids and smartphone, see Chapter 3.3.1 and 3.3.2.

3.4 Volume selection

Use the buttons with the (+) and (-) symbols to adjust the volume of the audio signal. Press the buttons briefly to do this.


When Bluetooth pairing is successful, the volume control on the MULTISTREAMER PRO and that on the smartphone is synchronised and changes to volume can be made in either devices.



4 ANSWERING PHONE CALLS

An audible signal will notify you of incoming calls on your smartphone via the MULTISTREAMER PRO in your hearing systems. Briefly press the multi-function button ON the MULTISTREAMER PRO to accept the call. Speak into the microphone of your MULTISTREAMER PRO for the caller to hear you. For this, the smartphone only has to be within range (approx. 10 metres) of the MULTISTREAMER PRO.

When you want to end the call, press the multi-function button briefly again. A tone confirms to you that the telephone call has ended.

 The MULTISTREAMER PRO must be paired with your hearing aids and smartphone to use these functions.

5 USE AS A TABLE MICROPHONE

The MULTISTREAMER PRO can be used as a table microphone in acoustically challenging environment.

To activate the table microphone function, press the multi-function button and the (+) button simultaneously. The green LED now flashes rapidly and the audio signal from the microphone is constantly transmitted to your hearing aids.

To stop broadcasting the microphone signal, press the multi-function button and the (+) button again.

6 USE AS AN TV TRANSMITTER

Your MULTISTREAMER PRO can also be used as an TV transmitter. For this, it is necessary to pair the audio source your the TV with the MULTISTREAMER PRO via Bluetooth (see 3.3.2) or to connect the MULTISTREAMER PRO with the enclosed cable.

If the MULTISTREAMER PRO is connected to the audio source and switched ON, the audio signal is transmitted directly to the hearing aids. For best performance, the MULTISTREAMER PRO should be placed with a clear line of sight to the hearing aid user.

Use the (+)and (-) keys on the MULTISTREAMER PRO to adjust volume to a comfortable level. Make sure that your hearing aids are comfortably adjusted before you change the settings with the volume control. Ask your hearing care professional when in doubt.

7 WIRELESS FUNCTIONALITY / BLUETOOTH CONNECTIVITY

7.1 Use in aeroplanes

Please note that most airlines require you to turn OFF the Bluetooth functions of your electronic devices. Therefore please turn OFF the MULTISTREAMER PRO in aeroplanes and if in doubt, please contact the airline or the flight attendants.

7.2 Compatibility

The MULTISTREAMER PRO is compatible with all standard smartphones and MP3 players with Bluetooth Classic from version 4.0.

For a list of smartphones, tablets etc. that are compatible with the hearing aids in the lewi and risa ranges and the audifon app, please visit:

www.audifon.com

8 ACCESSORIES

The following accessories are included with the MULTISTREAMER PRO:

Audio accessories

- 1.5 metre cable with 3.5 mm jack
- Cinch adapter to 3.5 mm jack

Charging accessories

- 1.5 metre USB cable with Micro USB plug
- 230 V charger with USB socket

9 CARE INSTRUCTIONS

9.1 General

Do not use a damp cloth to clean your accessory. Always use a soft, dry cloth. audifon offers special care products to ensure optimum cleaning and care of your hearing aids and accessories.

Please contact your hearing care professional.

Should your accessory still not function correctly despite regular care, call on your hearing care professional. Do not try under any circumstances to repair accessories yourself.

10 TROUBLESHOOTING

The MULTISTREAMER PRO is developed under consideration of stringent standards for international electromagnetic compatibility criteria applicable to medical devices.

In rare cases functioning may be nonetheless impaired by electromagnetic fields or electrostatic discharges. The MULTISTREAMER PRO then interrupts transmission and enters a safe initial state.

In these cases, switch the MULTISTREAMER PRO back ON and start the transmission again, e.g. by activating the "Play" function again.

If you experience any malfunctions in conjunction with your MULTISTREAMER PRO, this does not necessarily mean that it is faulty.

First check whether:

- the MULTISTREAMER PRO is switched ON,
- the MULTISTREAMER PRO is sufficiently charged,
- the hearing aid is switched ON,
- the hearing aid battery is weak or dead,
- the volume is not at the lowest setting (increase the volume slightly if necessary),
- the right program has been set on your hearing aid (use separate streaming program),
- the receiver unit / earwax protection system is not blocked.

If this does not eliminate the fault, consult your hearing care professional, who will be pleased to help you.



Note: Malfunctions!

Your devices may be subject to interference from other electrical equipment despite their EMC-compatible design. In this case move away from the source of interference.

11 SAFETY INFORMATION

11.1 Important warnings

⚠ Warning: Risk of explosion!

Do not use your hearing aids and the MULTISTREAMER PRO in environments where there is a risk of explosion (e.g. in mines or industrial plants subject to such risk).

⚠ Warning: Interference with active and inactive implants!

If you have an active or inactive implant (e.g. defibrillator, pacemaker), follow the implant manufacturer's instructions regarding the use of mobile devices. In the event of malfunctions, stop using your hearing aids and the MULTISTREAMER PRO and contact your doctor or the implant manufacturer.

If you have an active brain implant, ask your doctor or the implant manufacturer for a risk analysis.

⚠ Warning: Radio communications in rooms

Before making a connection between radio communications and your hearing aids and the MULTISTREAMER PRO, you should check whether the use of radio communications is restricted in the room or environment.

11.2 Information about product safety

ⓘ Note: Damage to the accessory!

Electronic devices are susceptible to impact, so avoid any hard knocks (e.g. by dropping them).

ⓘ Note:

To avoid damage to your accessory, do not wear it in the following situations:

- when swimming, in the shower or bath
- when washing or blow-drying your hair
- when using hair spray, perfume, aftershave or body lotion
- during high-frequency heat therapy treatment
- when it is very hot or raining heavily

If your accessory gets wet, dry it with a dry cloth. Do not dry your accessory in the microwave under any circumstances.

ⓘ Note: Strong radiation can damage the accessory!

Make sure you take out your accessory if you are undergoing a CT or MRI scan, other magnetic field-based examinations or radiotherapy.

ⓘ **Note: Damage to the accessory!**

Never leave your accessory in the sun, near a naked flame or in a hot vehicle. Otherwise your accessory may be damaged.

ⓘ **Note: Malfunctions!**

Your devices may be subject to interference from other electrical equipment despite their EMC-compatible design. In this case move away from the source of interference.

ⓘ **Note: Interference with electronic devices!**

If you are in an environment where the use of electronic or wireless devices is restricted, check if you need to turn off your accessory.

ⓘ **Note: Age of user!**

The accessory is not intended for children under 36 months.

ⓘ **Reporting serious incidents!**

All serious incidents involving the accessory that occur should be reported to the manufacturer and to the responsible authorities in the member state in which the user and/or the patient are registered.

12 TRANSPORT AND STORAGE CONDITIONS

- Relative humidity between 10% and 60%
- Storage temperature between -20 °C and 60 °C
- Store away from magnetic fields

13 CONDITIONS FOR CHARGING

The temperature of the MULTISTREAMER PRO must be between 0 °C and 35 °C during charging.

14 CONDITIONS FOR OPERATION

The temperature of the MULTISTREAMER PRO must be between 0 °C and 40 °C during operation.

15 ENVIRONMENTALLY COMPATIBLE DISPOSAL

The MULTISTREAMER PRO must not be discarded with your household waste. Please return your MULTISTREAMER PRO to your hearing care professional for environmentally friendly disposal.



16 OTHER INFORMATION

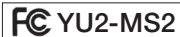
16.1 EU declaration of conformity

audifon hereby declares that the MULTISTREAMER PRO complies with the following directives:
93/42/EEC for medical devices
2011/65/EU RoHs for the reduction of hazardous substances.

The declaration of conformity can be viewed at

audifon GmbH & Co. KG
Werner-von-Siemens-Straße 2
D-99625 Köllda
and at **www.audifon.com**

14.2 FCC Statement



Federal Communications Commission Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

17 KEY TO SYMBOLS



Indicates a situation that may result in serious, moderate or minor damage.



Indicates possible damage to device.



Additional information for better understanding



Manufacturer of the device



Do not dispose of hearing aids with your household waste.



Read and observe the instructions in the operating manual. It contains important warnings and information about safety precautions.



Avoid humidity



Avoid exposure to extreme temperatures.

MD This is a medical device


REF Item number

SN Serial number

LOT Batch number

WARRANTY CARD

You have chosen a high-quality accessory from audifon. Your hearing care professional offers a _____ month warranty on our hearing aid accessories from the date of purchase (date of invoice). The warranty covers defects in materials and manufacture. It does not cover batteries, chemical or electrochemical effects, wear and tear or mechanical damage due to improper handling. The right to claim under warranty is voided if you or any unauthorised third persons perform modifications or improper repair. Therefore please always follow the safety and care instructions. Proof of purchase must be provided as proof of warranty. The date of purchase and the serial number must be clearly visible. Warranty obligations will not result in any extension of the warranty period, nor will they initiate a new warranty period for the accessory. The warranty period for built-in spare parts ends at the same time as the warranty period for the entire hearing aid.

 The warranty period for built-in spare parts ends at the same time as the warranty period for the entire accessory.

Serial number
MULTISTREAMER PRO

Date of sale

Your hearing care professional

Signature

Stamp:

audifon



Head office

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