


MULTISTREAMER PRO

●● User manual



Specific function

The audifon multistreamer pro is used to connect your new audifon hearing aids with Android smartphones. 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 particular 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 ENT doctor. Diagnostics and the prescription of hearing aids are the task of an ENT doctor.

CONTENTS

1	INTRODUCTION	5
2	MULTISTREAMER PRO	6
2.1	Type	6
2.2	Overview	6
2.3	Battery	7
2.3.1	Battery status display	7
2.3.2	Charging the battery	8
3	OPERATION	9
3.1	Construction	9
3.2	Switching the MULTISTREAMER PRO on and off	10
3.3	Pairing the MULTISTREAMER PRO	11
3.3.1	Pairing hearing aids with the MULTISTREAMER PRO	11
3.3.2	Pairing your smartphone with the MULTISTREAMER PRO ..	11
3.3.3	Unpairing hearing aids and smartphones	12
3.4	Volume selection	13
4	MAKING PHONE CALLS	14
4.1	Answering calls and hanging up	14
5	USE AS A TABLE MICROPHONE	15
6	USE AS AN AUDIO TRANSMITTER	16
7	WIRELESS FUNCTIONALITY / BLUETOOTH CONNECTIVITY	17
7.1	Use in aeroplanes	17
7.2	Compatibility	17

8	ACCESSORIES.....	18
9	CARE INSTRUCTIONS	19
9.1	General.....	19
10	DEALING WITH PROBLEMS	20
10.1	Electromagnetic or electrostatic faults	20
11	SAFETY INSTRUCTIONS	22
11.1	Important warnings	22
11.2	Notes on product safety.....	23
12	TRANSPORT AND STORAGE CONDITIONS	25
13	CONDITIONS FOR CHARGING	25
14	CONDITIONS FOR OPERATION.....	25
15	ENVIRONMENTALLY FRIENDLY DISPOSAL.....	26
16	OTHER INFORMATION	27
16.1	EU Declaration of conformity.....	27
16.2	FCC Statement	27
17	KEY TO SYMBOLS	28

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

Your 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	Minor to moderate hearing loss
risa S	13	Moderate to severe hearing loss
risa R	312	Minor to moderate hearing loss

Detailed acoustic data for 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 has a permanently installed lithium-ion battery.

Always switch your MULTISTREAMER PRO off after use.

2.3.1 Battery status display

The MULTISTREAMER PRO shows its battery charge status through the LED when it is switched on. You can see the charge status in the following table:

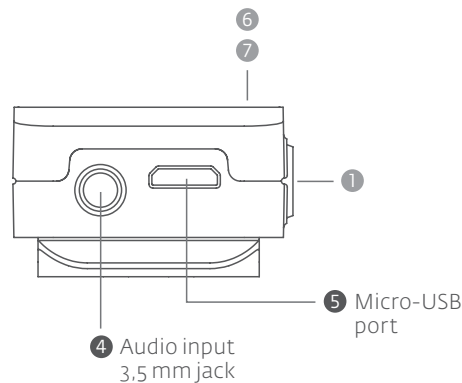
Colour of flashing LED = Battery charge status

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 can be fully charged in 5 to 6 hours. The charging process is automatically interrupted after full charging.

It is possible to use all functionalities during the charging process with no restrictions. To switch off the MULTISTREAMER PRO, disconnect it from the charger.

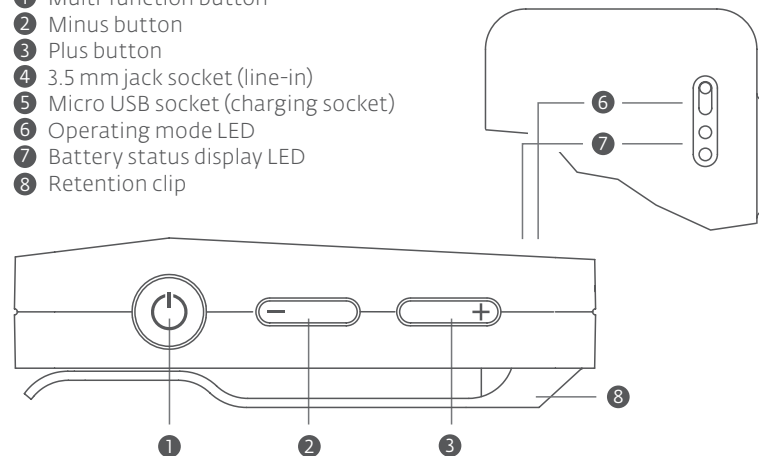


3 OPERATION

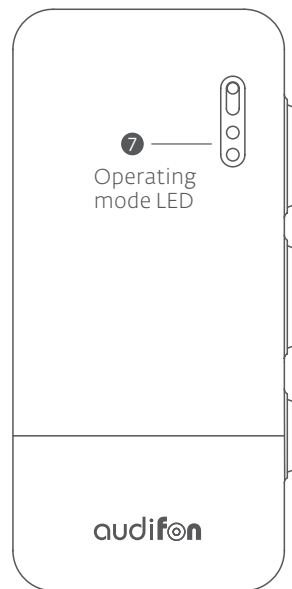
3.1 Construction

The MULTISTREAMER PRO consists of the following components:

- ① Multi-function button
- ② Minus button
- ③ Plus button
- 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.

Please press the multi-function button for about 2 seconds when the MULTISTREAMER PRO is switched on, 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

When you purchased your MULTISTREAMER PRO from your hearing care professional, you connected your hearing aids to the MULTISTREAMER PRO for the first time with them. This means that the initialisation of the connection is completed.

From now on you can connect your hearing aids automatically to your multistreamer pro. To do this, just switch on your MULTISTREAMER PRO and then (within 180 seconds) your hearing aid(s).

If it is no longer possible to make the connection, follow the steps in Chapter 3.3.3.

3.3.2 Pairing your smartphone with the MULTISTREAMER PRO

Switch on the MULTISTREAMER PRO. Then press the multi-function button for 5 seconds. The LED changes to red then flashing blue. Refresh the Bluetooth menu in your smartphone.

The MULTISTREAMER PRO is displayed in the selection.

Select the device, and select Pair.



The MULTISTREAMER PRO is coupled to your smartphone.

3.3.3 Unpairing hearing aids and smartphones

If your multistreamer pro can no longer be automatically connected, it may be necessary to reset all connection settings. To permanently cancel all connections between your MULTISTREAMER PRO and your hearing aids or your smartphone, proceed as follows:

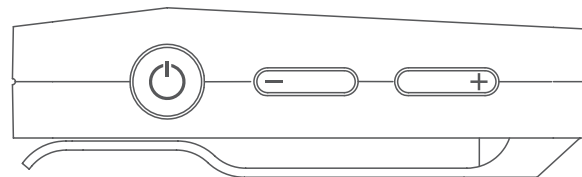
Switch on the MULTISTREAMER PRO. Then press the multi-function button for 10 seconds. A continuous blue LED light indicates that you have deleted all connections.

For the first new pairing with your hearing aids, first press the multi-function button again for 10 seconds until the streamer has a constant blue light. Now switch on your hearing aids. The connection is made automatically

3.4 Volume selection

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

In case of Bluetooth pairing with your smartphone, the volume control is synchronised. You can control the volume through the volume button of your multistreamer or using the volume control of your smartphone.




4 MAKING PHONE CALLS

4.1 Answering calls and hanging up

When you receive a call on the smartphone that is paired with the MULTISTREAMER PRO and your hearing aids, you automatically hear the phone ringing in your hearing aids. Briefly press the multi-function button on the MULTISTREAMER PRO to answer the call. Speak into the microphone of your MULTISTREAMER PRO for the caller to hear you. To do this, the smartphone must 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.

 In order to use these functions, the MULTISTREAMER PRO must be paired with your hearing aids and the smartphone.

5 USE AS A TABLE MICROPHONE

The can be used as a table microphone in acoustically challenging situations. To do this, your multistreamer must be paired with your hearing aids (see 3.3).

To activate the table microphone function, press the multi-function button at the same time as the plus button (+). The green LED now shines constantly 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 plus button (+) again.

6 USE AS AN AUDIO TRANSMITTER

The MULTISTREAMER PRO can be used as an audio transmitter. This function can be used via Bluetooth with Bluetooth-capable devices, or via cable with devices that have an AUX output. To do this, it is necessary to pair the audio source with the multistreamer via Bluetooth (see 3.3.2) or to connect the multistreamer pro via the AUX cable.

If the MULTISTREAMER PRO is connected to the audio source and switched on, the audio signal is transmitted directly to the hearing aids connected to the MULTISTREAMER PRO. For good transmission quality of your television sound, the MULTISTREAMER PRO should be placed in front of the television set.

For optimum streaming enjoyment, use the streaming program set for you by your hearing care professional.

7 WIRELESS FUNCTIONALITY / BLUETOOTH CONNECTIVITY

7.1 Use in aeroplanes

Please note that most airlines require you to turn off the wireless 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 current 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 see:

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

audifon accessories will improve your hearing ability as well as your quality of life. To ensure your accessories function perfectly and so make hearing a pleasant experience for years to come, audifon offers special care products designed to guarantee optimum cleaning of your accessories.

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

Do not use a damp cloth to clean your accessory. Always use a soft, dry cloth.

10 DEALING WITH PROBLEMS

10.1 Electromagnetic or electrostatic faults

In rare cases functioning may be affected by electromagnetic fields or electrostatic discharges. The device then interrupts transmission and goes to its safe original state.

In these cases, switch the device back on and start the transmission again, e.g. by activating the “Play” function again.

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

Therefore first check your hearing aid and accessory to make sure that:

- the multistreamer pro is switched on,
- the multistreamer pro is sufficiently charged,
- the hearing aid is switched on,
- the hearing aid battery is not weak or dead,
- the volume is not at the lowest setting (increase the volume slightly if necessary),
- the right program has been set (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!

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

11 SAFETY INSTRUCTIONS

11.1 Important warnings

Warning: Risk of explosion!

Do not use the accessory 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 use of mobile devices. In case of malfunctions, stop using your accessory 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 the hearing aids, you should check whether use of radio communications is restricted in the room/area.

11.2 Notes on 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 your hair or using a hairdryer
- 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!**

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

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

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

❗ **Note: User age!**

The multistreamer pro is not intended for children under 36 months.

❗ **Reporting serious incidents!**

All serious incidents related to the product 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 and 35 °C during charging.

14 CONDITIONS FOR OPERATION

The temperature of the multistreamer pro must be between 0 and 40 °C during operation.

15 ENVIRONMENTALLY FRIENDLY 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. This is the person to contact in the disposal chain for electronic waste.



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 is available for inspection at

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

16.2 FCC Statement

FC YU2-MS2

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: Damage to the accessory!**

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.

❗ **Note:**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

17 KEY TO SYMBOLS



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



Indicates possible damage to property



Additional information for better understanding



Manufacturer of the device



Please do not dispose of hearing aids with your household waste.



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



Restrict humidity



Restrict temperatures

MD This is a medical product


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 _____ months 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 void if you or any unauthorised third persons carry out alterations or improper repairs. Therefore 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 whole hearing aid.

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

MULTISTREAMER PRO
serial number

Date of sale

Your hearing care professional

Signature

Stamp:

audifon



Zentrale

audifon GmbH & Co. KG
Werner-von-Siemens-Straße 2
99625 Kölleda
Germany

Phone +49-3635-4056-590

Fax +49-3635-4056-589

contact@audifon.com

www.audifon.com

CE 0297

High-tech
made in Germany