


MULTISTREAMER PRO

●● User Manual




Intended purpose

The audifon MULTISTREAMER PRO allows the end user to use compatible audifon Wings hearing aids to receive wireless audio signals from external sources such as a TV, computer, external microphone or smartphone.

 The MULTISTREAMER PRO is an accessory for specific hearing aids from audifon. You can find the compatible audifon hearing aids in Chapter 2.2.

 The MULTISTREAMER PRO is designed to last 6 years. Further restrictions on use are listed in section 11 Safety information.

 The MULTISTREAMER PRO is not intended for children under 36 months.

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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	Indication range
	Size	
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 with a capacity of 200 mAh. Before using the device for the first time, the battery must be fully charged.

Always switch your MULTISTREAMER PRO OFF after use.

Battery life

Standby time: 18h

Streaming time: 8 h

Charging time: 5-6 h

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%

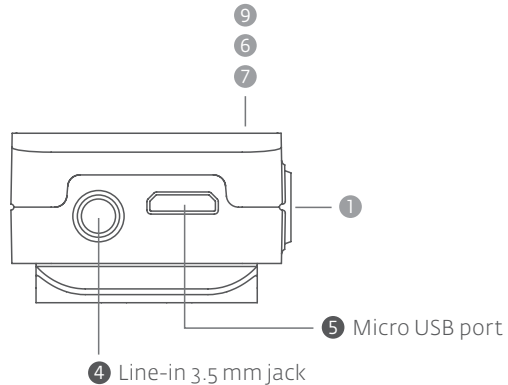


Red = < 20%

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.

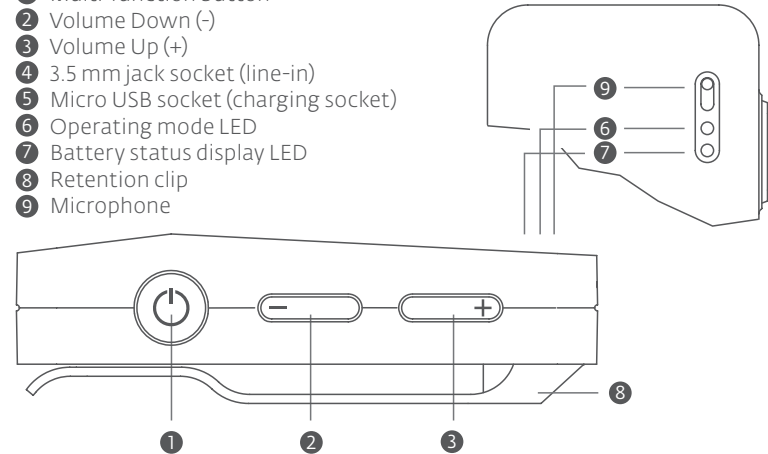


3 OPERATION

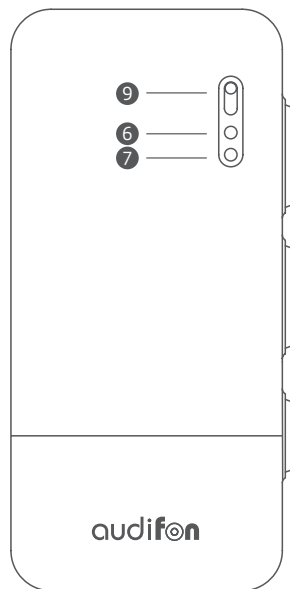
3.1 Construction

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
- 9 Microphone



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.

 The MULTISTREAMER PRO can be connected to only one pair of hearing aids at a time.

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:

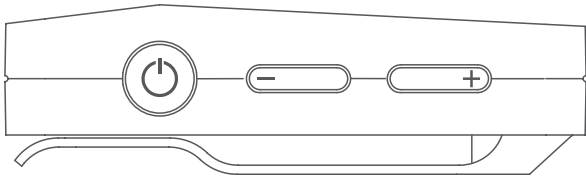
Switch ON the MULTISTREAMER PRO. Then press the multi-function button for 10 seconds. A continuous blue LED light indicates that you have deleted all previous connection.

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

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

- Cable with 3.5 mm jack
- Cinch adapter to 3.5 mm jack

Charging accessories

- 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.

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: Damage to the accessory!**

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.

 **Warning: Radio communications in rooms**

Before establishing the wireless connection between your hearing aids and the MULTISTREAMER PRO, check for restrictions in the room or the environment that limit the use of radio devices.

⚠ **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.

⚠ **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.

11.3 Contraindications

Hearing aids should not be used under the following circumstances:

- Hearing loss due to mainly neural deficits
- Insufficient size/shape of the ear canal or malformations at the ear that do not allow for easy insertion and retrieval of the respective device
- Adverse medical conditions of the outer ear and the ear canal e.g., chronic inflammations, chronic skin irritations, cholesteatoma
- Known allergies to any materials that have skin contact

Patients who are unable to operate the devices independently require competent assistance. The use of hearing aids for mentally impaired persons and for children should only be done on the recommendation of a doctor. A comprehensive risk assessment should be performed for the specific individual case. Close supervision by a caregiver is recommended to ensure proper use of the hearing instruments and to avoid accidental swallowing of hearing instruments or parts thereof.

12 TRANSPORT AND STORAGE CONDITIONS

- Relative humidity between 10% and 60%
- Storage temperature between -10 °C and 45 °C
- Store away from magnetic fields

13 CONDITIONS FOR CHARGING

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

In accordance with European defaults used electrical and electronics devices may no more be given to the unsorted waste. The symbol of the waste bin on wheels refers to the necessity of separate collection. Please help with environmental protection and see to it that this device is given to the for this purpose designated systems of waste sorting if you do not use it any longer.

GUIDELINE 2012/19/EU of the EUROPEAN PARLIAMENT AND THE COUNCIL of July 04th 2012 about electrical and electronics old devices.

Alternatively, you can return your worn-out hearing aids and batteries to your hearing aid specialist for environmentally friendly disposal. He is your 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 regulations and directives:

(MDR) Medical Device Regulation (EU) 2017/745

2011/65/EU RoHs for the reduction of hazardous substances

(RED) Radio Equipment Directive 2014/53/EU

The declaration of conformity can be viewed at
audifon GmbH & Co. KG · Werner-von-Siemens-Straße 2 · D-99625 Kölleda
and at www.audifon.com

 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.

16.2 Technical features of transmission power

Power:

Bluetooth 4 dBm (2,5 mW), Bluetooth Low Energy 6 dBm (4 mW)

Frequency: 2.402 - 2.450 MHz

17 KEY TO SYMBOLS



Caution

Indicates a situation that may result in serious, moderate or minor injury. Indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.



Notice

Indicates possible damage to property.



Information

Additional information for better understanding of the device.



Manufacturer

Indicates the medical device manufacturer, as defined in the EU Medical Devices Regulation (EU) 2017/745 and in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.



Date of manufacture

Indicates the date when the medical device was manufactured.



Electronic waste (WEEE)

Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Dispose of properly, do not dispose of with household waste.

**Follow instructions**

Follow the operating instructions.

**Humidity limitation**

Indicates the range of humidity to which the medical device can be safely exposed.

**Temperature limit**

Indicates the temperature limits to which the medical device can be safely exposed.

**Medical device**

Indicates the item is a medical device

**Catalogue number**

Indicates the manufacturer's catalogue number so that the medical device can be identified.

**Serial number**

Indicates the manufacturer's serial number so that a specific medical device can be identified.

**Lot number, batch code**


Indicates the manufacturer's batch code so that the batch or lot can be identified.

**CE mark**

The device complies with all required EU regulations and directives.

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 accessory.

Serial number
MULTISTREAMER PRO

Date of sale

Your hearing care professional

Signature

Stamp:

audifon



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