

## multistreamer pro

●● User Manual



## Intended purpose

The audifon multistreamer pro allows the 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 optional accessory for specific hearing aids from audifon. You can find the compatible audifon hearing aids in Chapter 2.2.

 Restrictions on use are listed in section 11 Safety information.

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## 1 INTRODUCTION

Congratulations on the purchase of your new audifon multistreamer pro. These instructions are intended to help you use your optional accessory correctly.

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 optional accessory for your audifon hearing aid in the form of an audio streamer.

### 2.2 Compatible hearing aids

The multistreamer pro can be paired with the following audifon hearing aids:

- lewi S
- lewi R
- lewi R Li
  
- risa S
- risa R
- risa R Li

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](http://www.audifon.com).

### 2.3 Battery

The multistreamer pro has a replaceable 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: 18 h

Streaming time: 8 h

Charging time: 5 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%

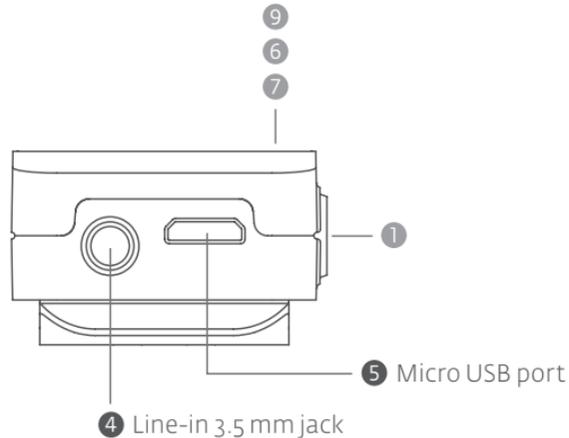


Red = < 20%

### 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 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.

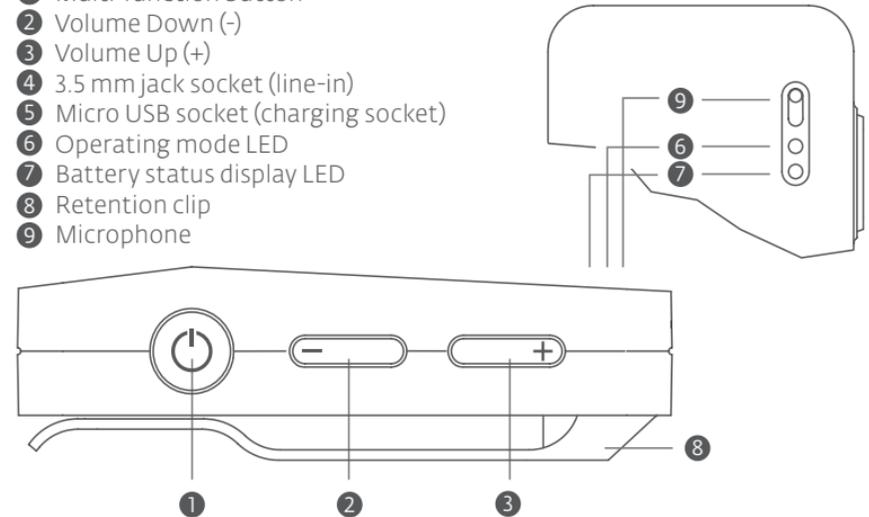


## 3 OPERATION

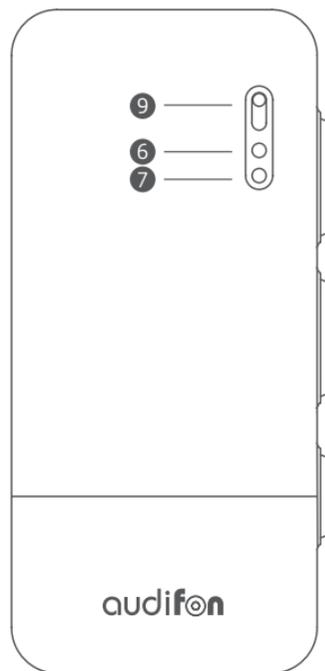
### 3.1 Construction

The multistreamer pro consists of the following control buttons/interfaces:

- 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 With the hearing aids

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 With the smartphone

Ensure that the multistreamer pro is connected to the hearing aids, that the green operating indicator on the multistreamer pro is lit and that Bluetooth mode is activated on the smartphone.

Switch on the multistreamer pro. Then press the multifunction button for 5 seconds. The LED will change from red to blue flashing.

Open the Bluetooth menu on your smartphone and search for Bluetooth devices. The multistreamer pro will be displayed in the selection. Select it and confirm any pairing requests that appear. The multistreamer pro will be paired with your smartphone.

### 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:

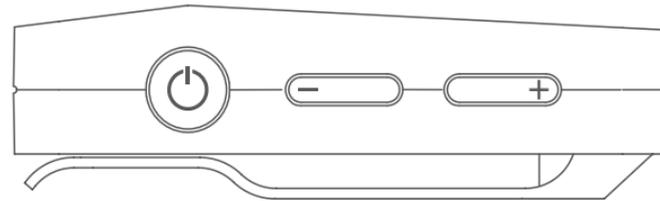
Switch on the multistreamer pro. Then press the multi-function button for 10 seconds. A continuous blue LED light indicates that you have deleted all previous connection.

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 are synchronized and changes to the volume can be made in either of the 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. To do this, it is necessary to pair the audio source 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

### **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.

### **7.1 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](http://www.audifon.com)**

## 8 ACCESSORIES

The following optional accessory 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 optional accessory. Always use a soft, dry cloth. audifon offers special care products to ensure optimum cleaning and care of your hearing aids and optional accessory. Please contact your hearing care professional.

Should your optional 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 has been developed in accordance with strict international electromagnetic standards.

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 the multistreamer pro, you should check whether use of radio communications is restricted in the room/environment.

 **Warning: Risk of injury!**

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

## 11.2 Information about product safety

### ⚠ **Note: Damage!**

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

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

### ⚠ **Note: Damage due to deep discharge!**

If the multistreamer pro is not used for a longer period of time, charge it after 3 months at the latest to prevent damage to the battery due to deep discharge.

### ⚠ **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 optional accessory.

### ⚠ **Note: Damage to the accessory!**

Do not use it in the following situations:

- during high-frequency heat therapy treatment
- when it is raining heavily

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

### **Please send any reports to:**

audifon GmbH & Co. KG  
Werner-von-Siemens-Str. 2  
D-99625 Köllda  
Germany  
incidents@audifon.com

## 12 TRANSPORT AND STORAGE CONDITIONS

- Relative humidity between 10% and 60%
- Storage temperature between -20 °C (-4 °F) and 60 °C (140 °F)
- Store away from magnetic fields
- make sure to charge the battery of the multistreamer pro after 3 months without use at the latest to avoid deep discharge
- Always switch off the multistreamer pro after use

## 13 CONDITIONS FOR CHARGING

The temperature of the multistreamer pro must be between 0 °C (32 °F) and 40 °C (104 °F) during charging.

## 14 CONDITIONS FOR OPERATION

The temperature of the multistreamer pro must be between 0 °C (32 °F) and 50 °C (122 °F) during operation.

## 15 ENVIRONMENTALLY COMPATIBLE DISPOSAL

Used electrical and electronic equipment must not be disposed of with unsorted household waste. The symbol of the crossed-out wheelee bin indicates the obligation to collect such equipment separately. Please support environmental protection by taking this equipment to the designated collection points at the end of its useful life.

In accordance with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment, old devices must be disposed of properly.

Alternatively, you can return your used multistreamer pro to your hearing care professional for environmentally friendly disposal. They are your expert contact within the electronic waste disposal chain.



## 16 OTHER INFORMATION

### 16.1 Declaration of conformity

audifon hereby declares that the multistreamer pro complies with the following regulations and directives:

- Directive 2014/53/EU on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS)
- (WEEE Directive) 2012/19/EU Waste of Electrical and Electronic Equipment
- (REACH) Registration, Evaluation, Authorization and Restriction of Chemicals: Regulation (EC) No. 1907/2006
- Directive (EU)2015/863: (RoHS 3) of 31 March 2015 amending Annex II to Directive 2011/65/EU of the European Parliament and of the Council as regards the list of restricted substances

The declaration of conformity can be viewed at  
 audifon GmbH & Co. KG  
 Werner-von-Siemens-Straße 2  
 D-99625 Köllda  
 Germany

and at **[www.audifon.com](http://www.audifon.com)**

audifon GmbH & Co. KG hereby declares that the multistreamer pro, as radio equipment, comply with the requirements of 47 CFR Part 15. Please refer to the notice below in accordance with these requirements:



**Notice:**

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.

Changes or modifications made to this equipment not expressly approved by audifon GmbH & Co. KG may void the FCC authorization to operate this equipment.

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
- Consult the dealer or an experienced radio/TV technician for help

The radiated output power of the device is below the FCC radio frequency exposure limits.

## 16.2 Technical features of transmission power

**Power:** Class 2 according to Bluetooth SIG

**Frequency:** 2.402 - 2.480 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 manufacturer of medical devices.



### Date of manufacture

Indicates the date when the device was manufactured.



### Electronic waste (WEEE)

Do not dispose of the device with household rubbish.



### Follow instructions

Follow the operating instructions.



### Humidity limitation

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

**Temperature limit**

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

**Catalogue number**

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

**Serial number**

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

**CE mark**

The device complies with all required EU regulations and directives.

**Keep dry**

This device must be protected from moisture.

**MR Unsafe**

An item which poses unacceptable risks to the patient, medical staff or other persons within the MR environment..

## WARRANTY CARD

You have chosen a high-quality optional accessory from audifon. Your hearing care professional offers a \_\_\_\_\_ month warranty on our optional hearing aid accessory 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 optional accessory.

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

Serial number  
multistreamer pro

\_\_\_\_\_  
Date of sale

\_\_\_\_\_  
Your hearing care professional

\_\_\_\_\_  
Signature

Stamp:

# audifon



## Manufacturer

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Werner-von-Siemens-Straße 2  
D-99625 Köllda  
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**www.audifon.com**

FCC ID YU2-MS2



Made in Germany