

# Oticon | ConnectLine

INSTRUCTIONS FOR USE

Streamer Pro 1.1



**oticon**  
PEOPLE FIRST

## Thank you

Thank you for choosing our product as your means to better hearing. To support your efforts, we have put great care and attention into making sure that your new Streamer has the highest quality and is easy to use and maintain.

The Streamer connects your hearing instruments wirelessly to different audio sources and makes your hearing instruments work like wireless headphones. The Streamer transmits the sound directly into both hearing instruments and thereby improves the audio experience.

Information about the entire ConnectLine system is available online at [www.oticonusa.com/connectline](http://www.oticonusa.com/connectline). Here you will also find instructional “how-to videos” and a support section answering frequently asked questions.

We recommend that you read this manual carefully before you start to use the device in order to achieve the maximum benefit from your new Streamer. The manual describes the most frequently used functions which are important to understand before you start to use the Streamer. We also encourage you to read the “Getting Started” user guide, which is included in the package. If you have any questions about the use or maintenance of the Streamer, please contact your Hearing Care Professional.

## Indication for use

The Streamer is intended to be used by wireless Oticon hearing instrument users together with their hearing instruments. The Streamer is a communication interface between the hearing instruments and other devices such as cell phones.

The Streamer can be connected to a range of external (additional) devices to enable the hearing instrument user to better hear a TV or to communicate through Bluetooth-enabled cell phones, etc.

The Streamer can also be used as a remote control that enables you to adjust the hearing instrument volume and change programs in the hearing instruments.

## **IMPORTANT NOTICE**

Please familiarize yourself with the entire contents of this booklet before using your Streamer. It contains instructions and important information about the use and handling of your Streamer and batteries.

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# Package contents

## Streamer Pro - what is included in the box:

The Streamer box contains the following elements:



Your new Streamer



Neck loop - medium (page 16)



Neck loop - long (page 16)

Box 1



Charger (page 22)



Cleaning cloth

Box 4



Protective skin (page 64)

## Box 2

USB charger cable  
(page 22)



3.5 mm mini jack  
stereo cable  
for MP3/music  
(page 50)

3.5 mm headset  
splitter cable for use  
with PCs (page 52)



## \*Optional Additional Accessory



Charger base (page 22)

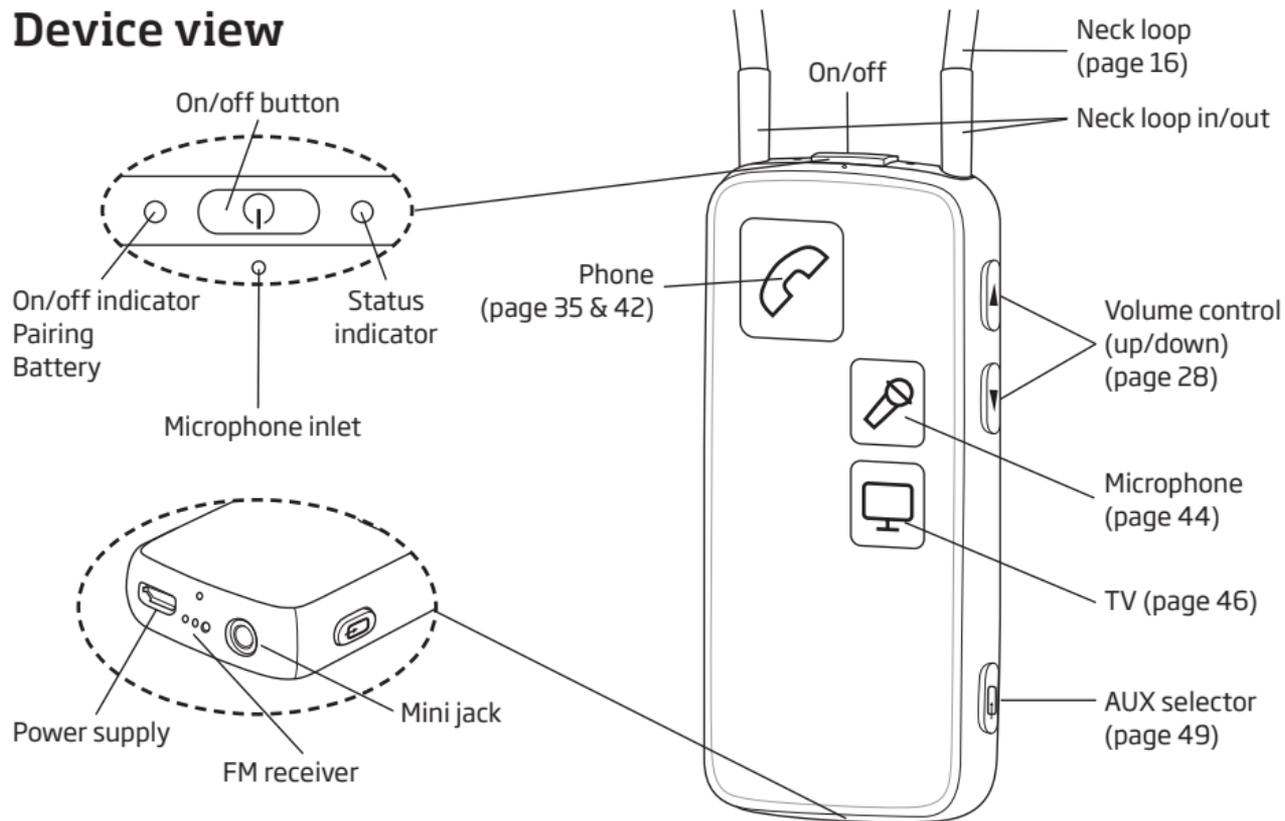
## Getting Started



This guide (Instructions For Use)



## Device view



## **Warnings**

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your Streamer.

### **Products to be connected to external equipment**

The safe use of the Streamer with the auxiliary input cable is determined by an external signal source. When the input cable is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60950, 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 IEC-60065, IEC-60950, IEC-60601 or other equivalent safety standards.

### **Explosives**

There is a risk that Streamer will explode and cause serious injury. Never expose the Streamer to extreme heat by putting it in the oven, microwave oven, burning it or leaving it inside a parked car in the sun.

## **Warnings**

### **Chocking hazards**

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.*

### **Interference and implantable devices**

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.
- Immediately remove the Streamer if interference is suspected. Do not use the Streamer and seek advice.

Interference can also be caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

## **Warnings**

### **Use of the neck loop**

If by accident the neck loop should get caught on something while the user is wearing it, the neck loop is constructed to break automatically. Therefore, never try to shorten or modify the neck loop in an unauthorized way. The neck loop should not be used for children who weigh less than 11 kg.

### **Use in cars**

Using the Streamer with a cell phone while driving can distract you. If driving conditions, or traffic laws, demand it, pull off the road and park before making and answering calls.

### **Use on aircraft**

The Streamer should not be used on board aircraft, unless specifically permitted by the flight personnel.

## **Warnings**

### **Battery replacement**

Do not attempt to open the battery compartment, as it may damage the battery. The service guarantee is void if there are signs of tampering.

### **Cell phone compatibility**

Please refer to [www.oticonusa.com/connectline](http://www.oticonusa.com/connectline) for a list of cell phones that have been tested comprehensively by Oticon, and have been found to fulfill the minimum requirements for ConnectLine compatibility at the time of testing. However, Oticon takes no responsibility for such compatibility in general. Specifically, Oticon shall not be responsible for incompatibility resulting from future updates of the cell phones, nor from events of incompatibility not covered by and/or found in these tests. Oticon takes no financial responsibility in terms of reimbursements of cell phones that do not work as expected. Before purchasing a new cell phone, you are advised to consult the list mentioned above.

## Basic functions - first-time use

### Wearing the Streamer - with the neck loop

The neck loop is an integral part of the Streamer's electronic system. It is used as an antenna to transmit sound to your hearing instruments.

For the best possible sound and longest possible streaming time, the Streamer should always be worn with one of the included neck loops. The Streamer comes with two neck loops, both long and medium lengths.

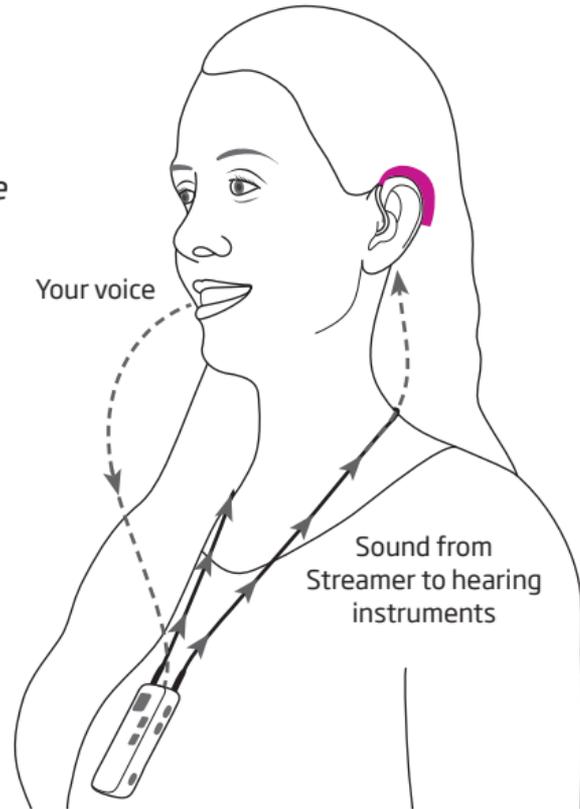
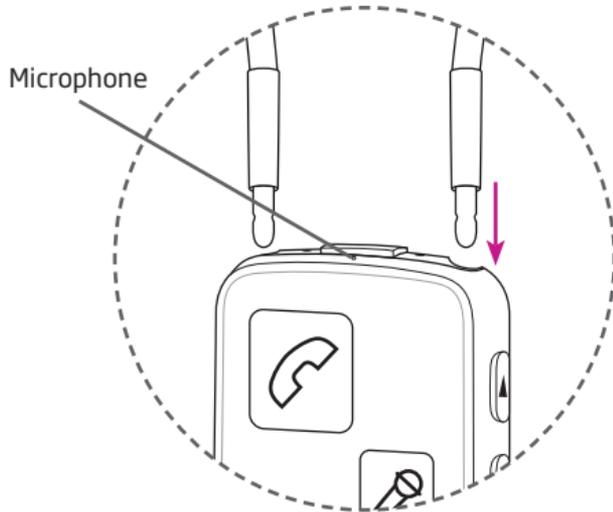
#### **IMPORTANT NOTICE**

Please use the neck loop carefully. Due to safety reasons (to avoid strangulation) the neck loop will automatically release if it gets caught in something. Do not shorten or modify the neck loop in any way, i.e., such as tie a knot to shorten the length. If a neck loop breaks, it cannot be repaired and must be replaced immediately. Consult your Hearing Care Professional for a replacement.

## Inserting the neck loop

The neck loop snaps into the holes on the top of the Streamer.

*Note that when talking to somebody through the Streamer, it is important that your voice can be picked up by the built-in microphone on the top.*



## Using the Streamer without the neck loop

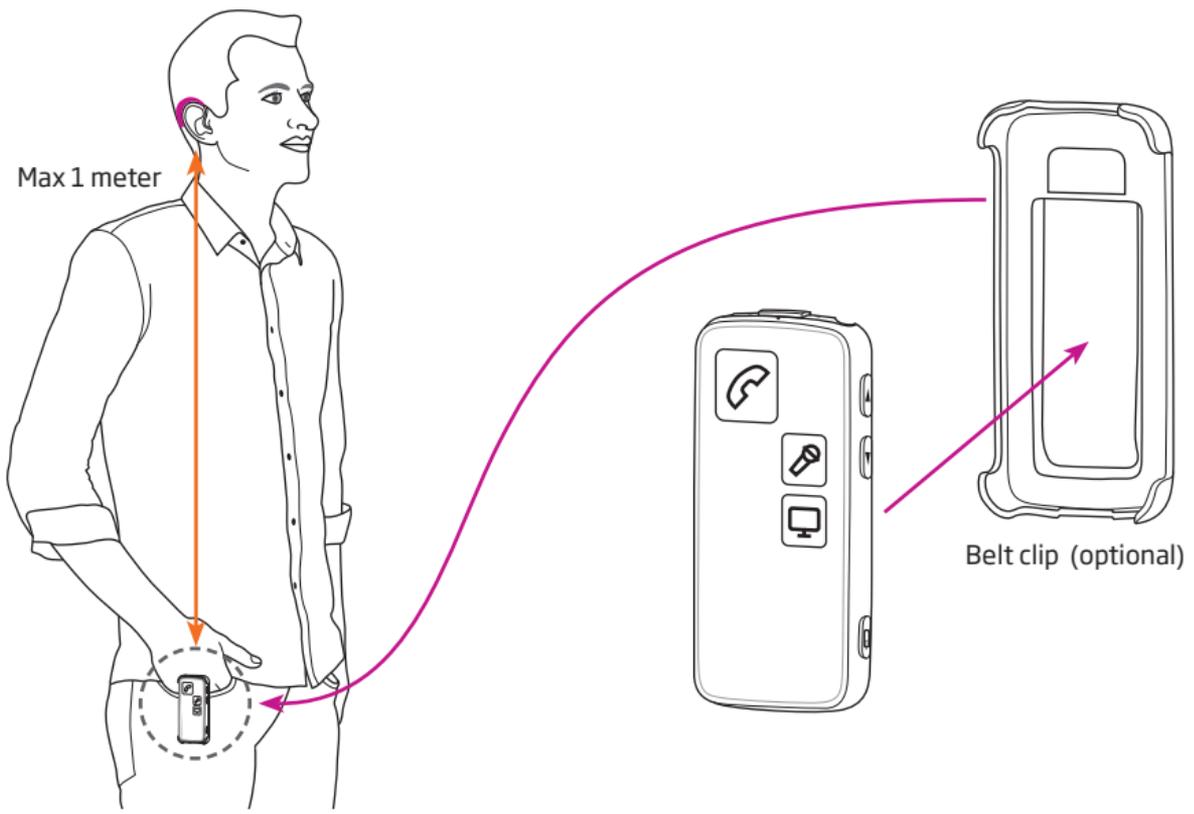
The Streamer can also be used without the neck loop, e.g., if kept in a pocket or used with the optional belt clip.

When using the Streamer without the neck loop, the distance to the hearing instrument should be less than one meter. You may experience drop-outs in sound, which is why we always recommend using the neck loop.

When using the Streamer without the neck loop, more power will be used - consequently the maximum streaming time is reduced to 5 hours on one full charge.

### **IMPORTANT NOTICE**

A defective neck loop should be replaced immediately.



## Turning the Streamer on and off

### Power on

Press the on/off button on the top of the Streamer for approx. 2 seconds until all lights on the front and top flash to indicate it is powered on.

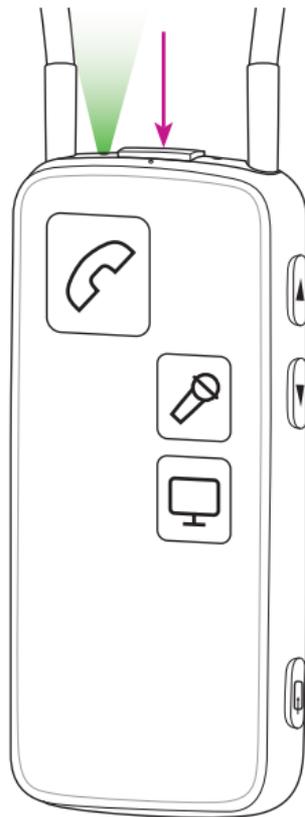
Release the on/off button. The power indicator on the top of the Streamer should now fade to green.

If the Streamer cannot power on, make sure it is charged (page 22).

To see the status of the Streamer, press the on/off button briefly.

### Power off

Press and hold the on/off button on the top of the Streamer for approx. 2 seconds until the green power indicator is turned off.



Power on/off		
Status	Front	Description
		The Streamer is off
		After pressing the on/off button for approx. 2 seconds, all lights will be on for a few seconds to indicate that the Streamer is now turned on
		The Streamer is now turned on and ready for use

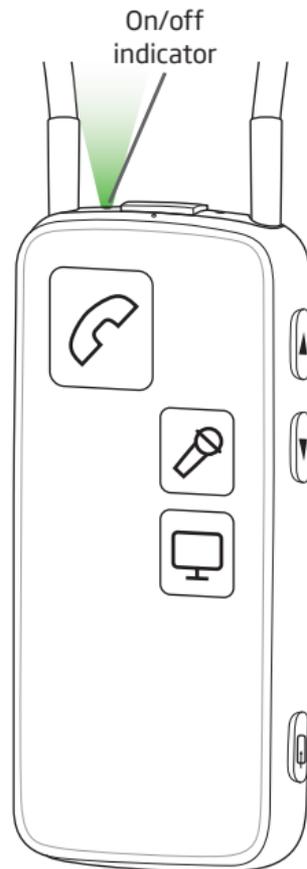
## Charging the Streamer

The Streamer uses a rechargeable battery. We recommend that you charge the Streamer daily for best possible performance.

Using the enclosed charger and optional charger base\* (A), or a USB compliant device with a charge current of 500mA, simply insert the micro USB socket in the bottom of the Streamer (B).

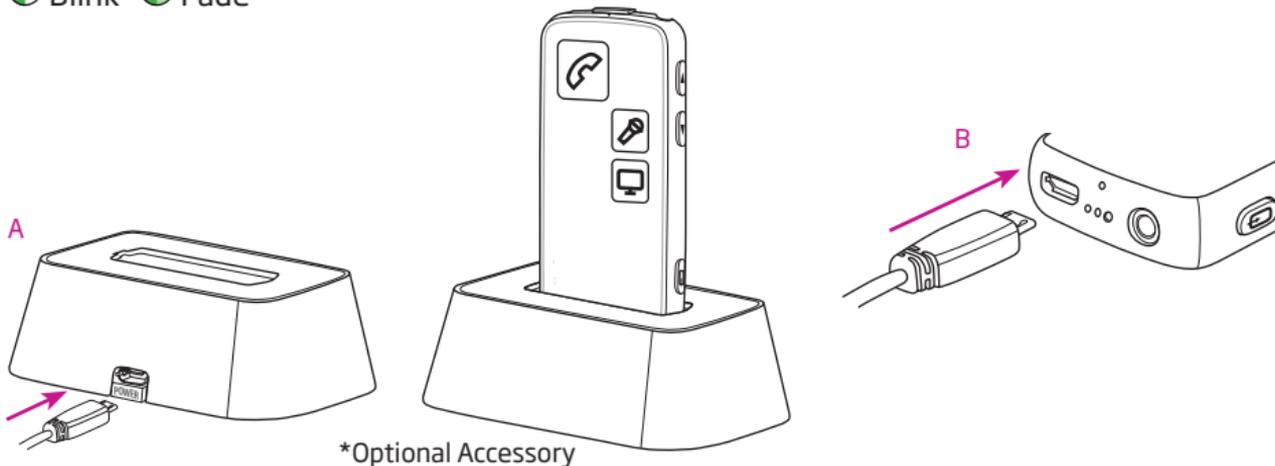
Charging, when turned on, is indicated by a blinking green indicator on the top. Once fully charged, the indicator will show steady green.

Charging, when turned off, is indicated by a blinking green indicator on the top. Once fully charged, the indicator will be off.



Charging		
Status	Front	Description
 		Charging - when turned off - status indicator will blink green
 		Charging - when turned on (or in use) - the status indicator will shift between strong and soft green.

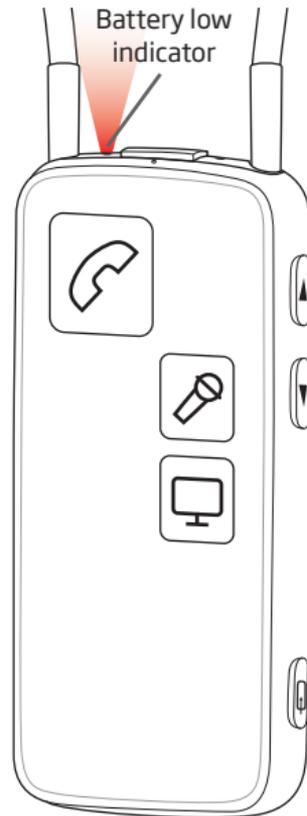
 Blink  Fade



\*Optional Accessory

## Battery low indicator

The Streamer will indicate battery low (approx. 20 minutes capacity left) with a steady red light, and battery very low (approx. 5 minutes capacity left) with a blinking red light.



Battery low indicator		
Status	Front	Description
 		Battery low - approx. 20 minutes capacity left when streaming to hearing instruments
 		Battery very low - approx. 5 minutes capacity left when streaming to hearing instruments

 Steady  Fading

## IMPORTANT NOTICE

The battery should not be drained completely. Keeping the battery fully charged will prolong the capacity of the battery. The battery cannot be replaced by the user.

<b>Battery capacity and charge time</b>	
<b>Battery capacity using neck loop</b>	Up to 10 hours typical daily use: 2 hours phone, 6 hours TV and 2 hours standby (after 2 years the capacity will be approx. 8 hours typical daily use).
<b>Battery capacity not using neck loop</b>	Up to 5 hours typical use: 1 hour phone, 3 hours TV and 1 hour standby.
<b>Battery charge time</b>	2 hours for complete charge, using enclosed power supply.
<b>Remote</b>	If the Streamer is turned off, remote control of hearing instrument will work for up to 6 months on one full charge.
<b>Battery life expectancy</b>	The battery in the Streamer will last for more than 2 years if fully charged once a day.



## Remote control of the hearing instruments

### Volume up/down

Briefly pressing on either volume up or down will regulate the volume in the hearing instruments accordingly. You will hear small confirmation “ticks” in the hearing instruments.

### Changing programs in the hearing instruments

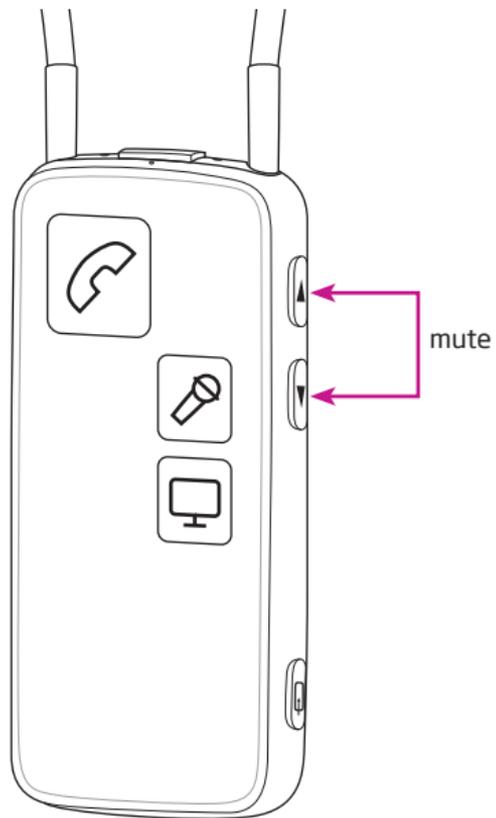
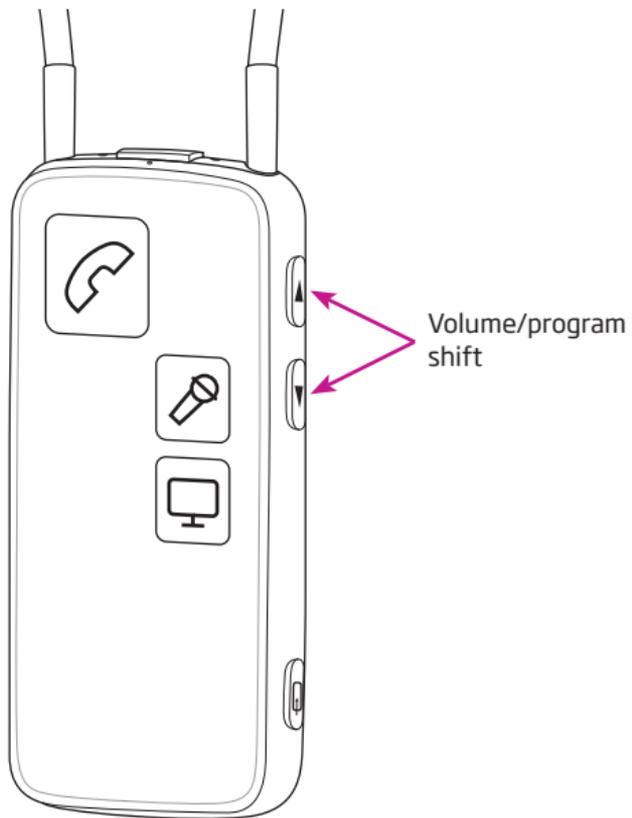
You can change programs up or down by holding the volume up or down for more than one second. Changing programs is indicated by a sound in your hearing instruments.

### Muting the hearing instruments

You can mute the hearing instruments by pressing the volume up AND down for 1 second simultaneously.

### **IMPORTANT NOTICE**

- The mute function is only available in the most recent Oticon hearing instruments. Please consult your Hearing Care Professional for details.
- Even though the Streamer is turned off, the remote functionality of the hearing instruments will still work.

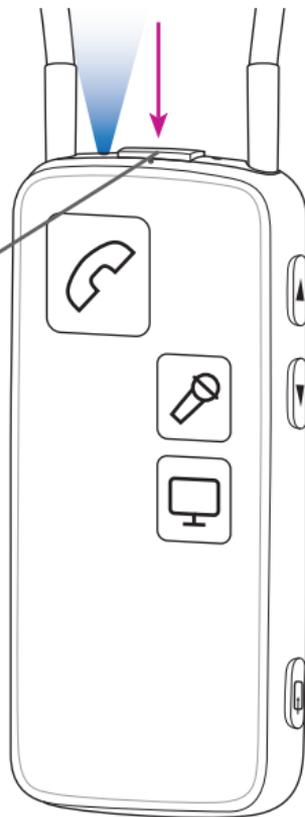


## Pairing the Streamer with a cell phone and other devices

Before the Streamer can be used with other devices - such as cell phones - the two devices have to be paired.

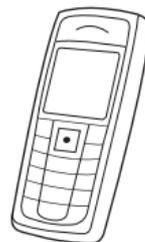
1. Bring the Streamer into pairing mode

Press and hold the on/off button for approx. 5 seconds, until the indicator blinks blue.



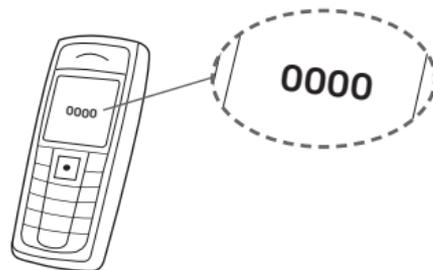
2. Bring the other device (e.g., cell phone) into pairing mode.

This is typically in a set-up menu on your phone. We advise you to look in your cell phone's "instructions for use," e.g., under pairing.

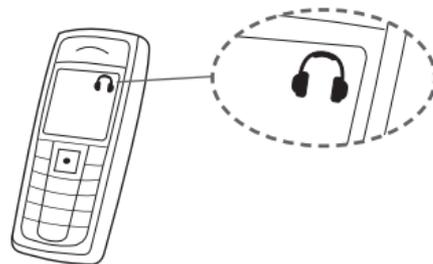


3. The other device (cell phone) will often request a pin code.

The pin code for the Streamer is **0 0 0 0** (four zeros).

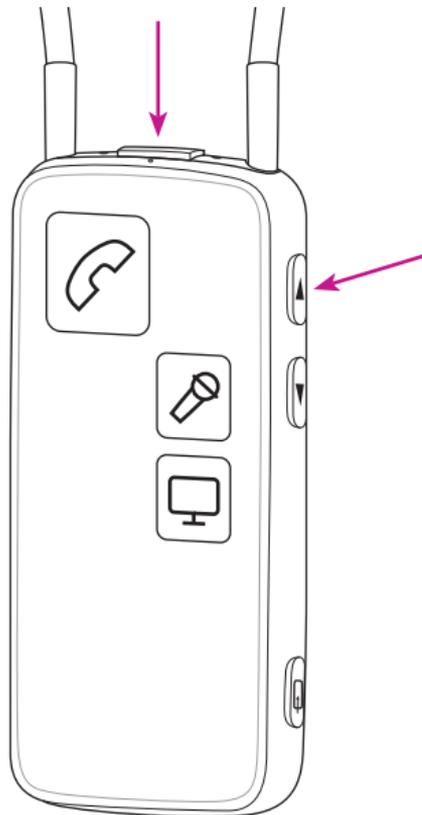


4. Once paired, the cell phone will typically show a headset icon; at the same time the Streamer pairing indicator will be steady blue.



## Clear pairing

If you have problems with pairings, you can clear all pairings by pressing the on/off button and the volume up button at the same time for 3 seconds.



Pairing		
Status	Front	Description
  		Streamer in pairing mode
  		Pairing complete
  		Streamer on

 Steady  Blinking

## Primary functions

### Connectivity/streaming

The ConnectLine Streamer user interface has been designed to give you the best possible daily use in the following situations:

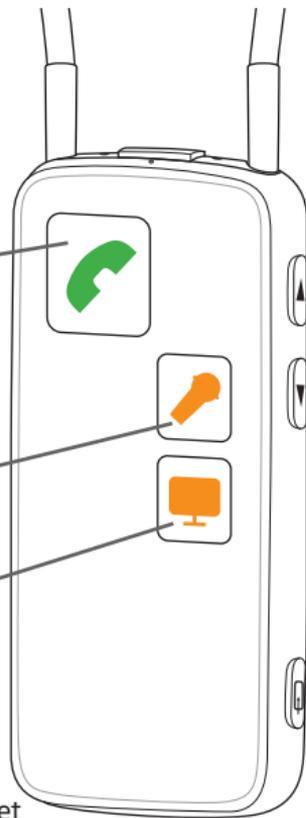
1. Use of a cell phone through Bluetooth\* (page 35).

Use of the ConnectLine Phone solution (sold separately) with an analog landline phone\* (page 42).

2. Use of a ConnectLine partner Microphone (sold separately), to improve your chances of hearing a chosen speaker at a distance, or in very noisy situations (page 44).

3. Use of ConnectLine TV solution (sold separately) to wirelessly transmit the TV sound to your hearing instruments (page 46).

\* In effect turning the Streamer and the hearing instruments into a wireless headset

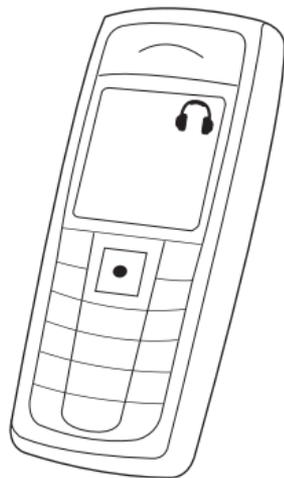


## Cell phone

To be able to receive or make calls while using the Streamer, make sure that the Streamer and cell phone have been paired (pages 30-31), are turned on and are within range (10 meters). Your cell phone may indicate that it is connected to the Streamer with a small headset icon.

For more information please refer to:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



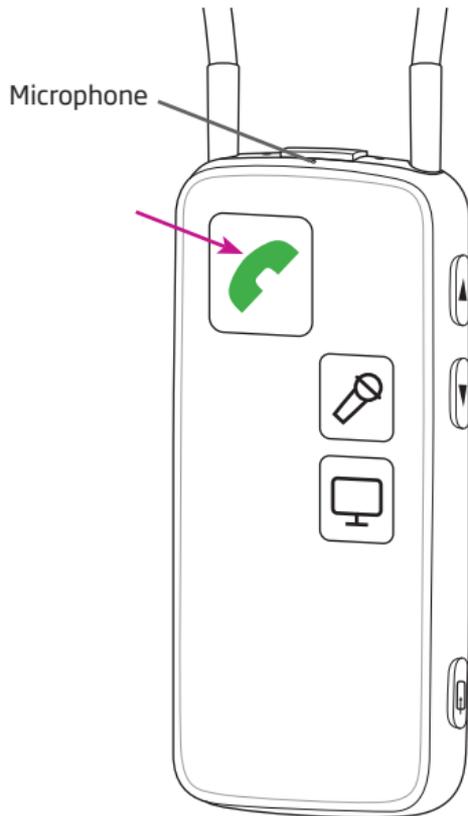
## How to answer a call

Make sure that you are able to speak into the Streamer's microphone inlet.

When your cell phone rings, you will hear an incoming call alert in your hearing instruments. At the same time the phone button on the Streamer and the status indicator will blink green.

Press the phone button on the Streamer briefly to answer the call. You will hear a small confirmation beep in your hearing instruments. The phone button and status indicator will now be steady green.

To end the call, simply press the phone button on the Streamer briefly.



Receiving a call		
Status	Front	Description
  		Streamer on and ready
  		Phone indicator and top status blinks green. You will hear an incoming call indicator in your instruments
  		When the call is connected, you will hear a beep acknowledging that the call is answered - you are now able to listen and talk to the other party

 Steady  Blinking

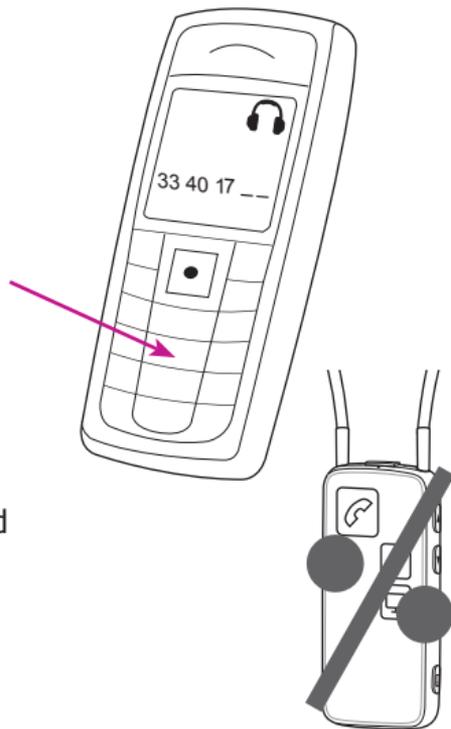
## How to make a call

Make sure that you are able to speak into the Streamer's microphone inlet.

To make a call, all you need to operate is the cell phone. You do not need to operate the Streamer. Simply key in the number as you normally do to make a call - the call is automatically connected to your Streamer.

The phone button on the Streamer and the status indicator on the top will turn green, and you will hear a confirmation beep in your hearing instruments indicating that the call is now connected through your Streamer and hearing instruments.

To end the call, simply press the "call end" button on the phone or the phone button on the Streamer briefly.



Making a call		
Status	Front	Description
		Streamer on and ready
		When the call is connected, you will hear a beep acknowledging that the call is connected - you are able to listen and talk to the other party

 Steady  Blinking

## **Personalization of Streamer Pro's cell phone features**

The following Streamer Pro cell phone features can be enabled, or disabled, by your Hearing Care Professional.

### Reject call - default on

An incoming call can be rejected by briefly pressing the volume down button on the Streamer.

### Voice dial - default on

Briefly pressing the phone button will enable voice dial (if supported by your cell phone and you are not in range of a ConnectLine phone adapter).

Last number redial - default on

Pressing and holding the phone button will activate the last number redial (if supported by your cell phone).

Transfer call - default on

Pressing and holding the phone button will transfer a call back to the cell phone.

All front buttons answer call - default on

If disabled, only the phone button on the Streamer will answer calls.

Enable incoming (A2DP) connections - default off

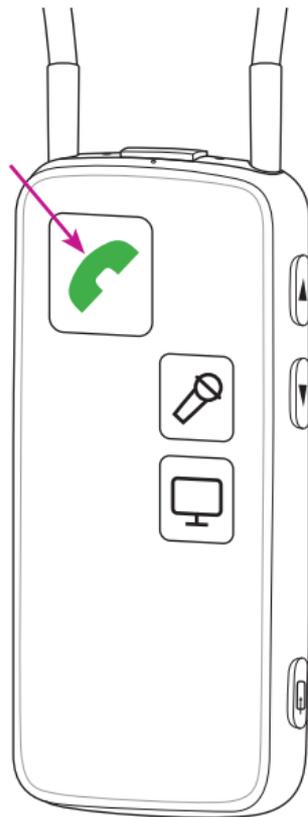
If enabled, other devices, e.g., iPods, computers and cell phones can activate/start audio streaming, for example, incoming text alerts or music started from a paired and connected cell phone.

## ConnectLine Phone solution

The Streamer can also be used with a traditional analog landline phone by using a ConnectLine Phone solution, which is available as a separate accessory.

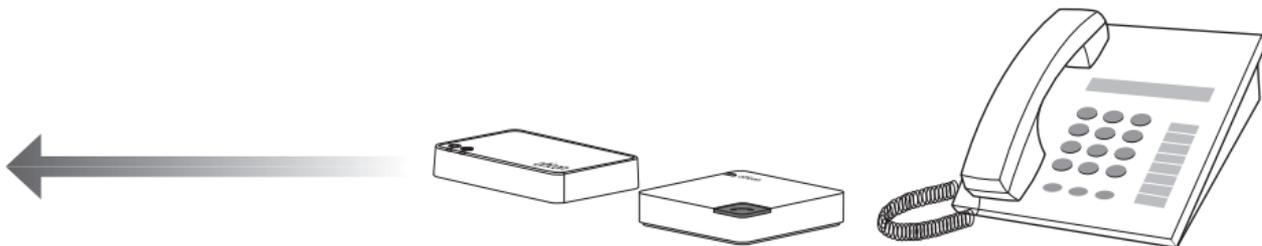
For details on how to use the ConnectLine Phone solution, please refer to the instructions included with the ConnectLine Phone solution or:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



Talking on the phone		
Status	Front	Description
		Streamer on and ready
		Streamer connected - you are able to listen and talk to the other party

 Steady

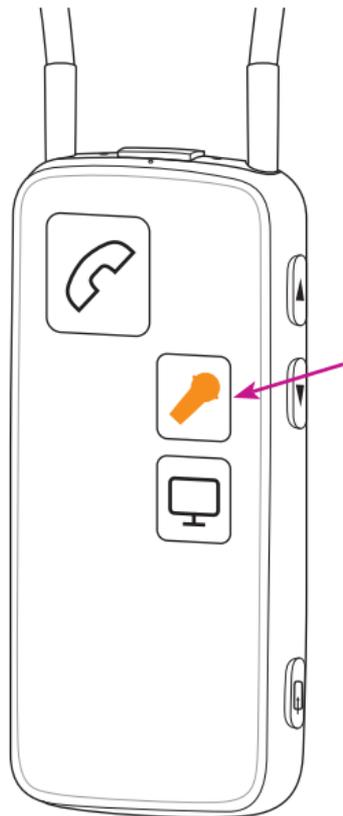


## ConnectLine Microphone

As a separate accessory, a ConnectLine Microphone is available, which transmits the sound from a chosen speaker to your hearing instruments through the Streamer.

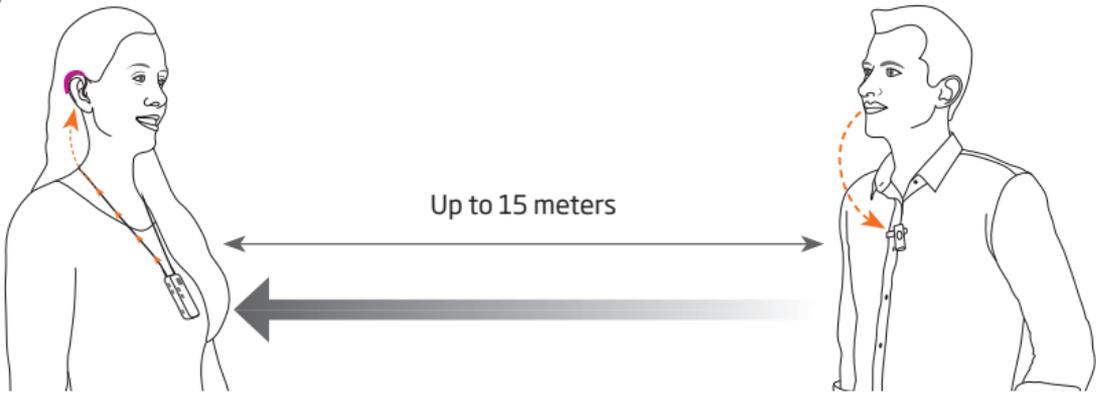
For details on how to use the ConnectLine Microphone solution, please refer to the instructions for use included with the ConnectLine Microphone or:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



Sound from ConnectLine Microphone		
Status	Front	Description
		Streamer on and ready
		When connected to the Microphone - you will hear sound from the microphone in the hearing instruments

  Steady



## ConnectLine TV solution

As a separate accessory, a ConnectLine TV solution is available, which transmits the sound from a TV to your Oticon hearing instruments through the Streamer.

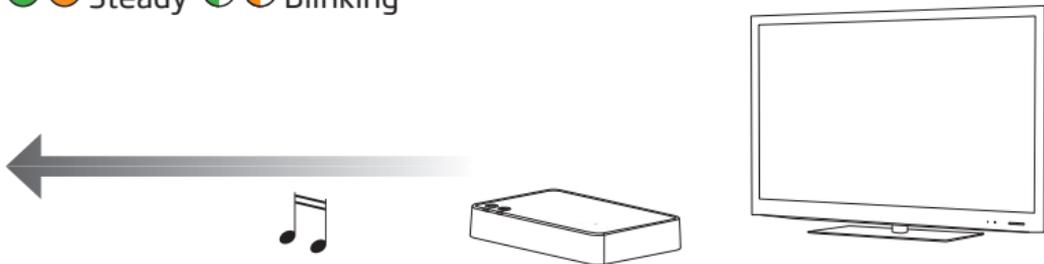
For details on how to use the ConnectLine TV solution, please refer to the instructions for use included with the ConnectLine TV solution or:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



Watching TV		
Status	Front	Description
		Streamer on and ready
		Connecting to TV
		Streamer connected - sound from TV in hearing instruments

  Steady   Blinking



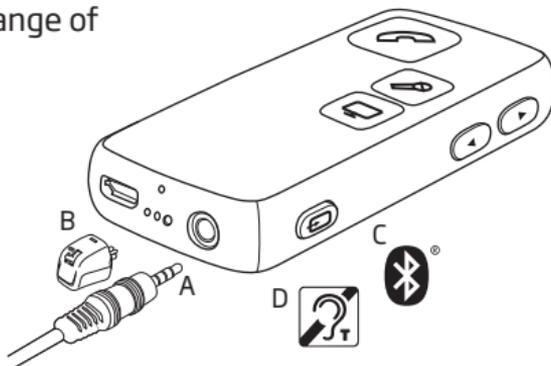


## Secondary functions

### Connectivity/streaming

The Streamer can be used with a wide range of standard peripherals, such as MP3 players, computers, etc.

The following priorities apply:



A	Priority 1	Mini jack in/out (if connected)	Briefly press AUX selector	Page 50
B	Priority 2	FM (if connected)	Briefly press AUX selector	Page 60
C	Priority 3	Wireless Bluetooth (built-in)	Briefly press AUX selector	Page 54
D	Priority 4	Tele loop receiver (built-in)	Press and hold AUX selector for approx. 2 seconds	Page 58

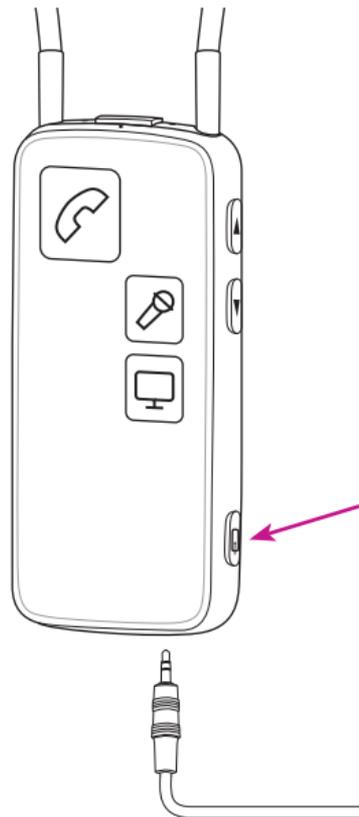
## Music/audio cable

Inserting and connecting the included mini jack cable enables you to listen to music/audio from a wide range of devices.

To listen to audio from your device, simply press the AUX selector briefly. When the cable is inserted, streaming will start automatically.

For more information please refer to:

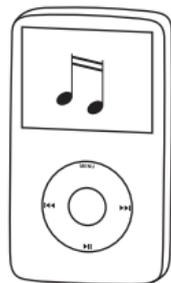
[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



## Music/audio - cable

Status	Front	Description
		Streamer on and ready
		You will hear a confirmation beep followed by the sound from the device

  Steady



## Headset cable

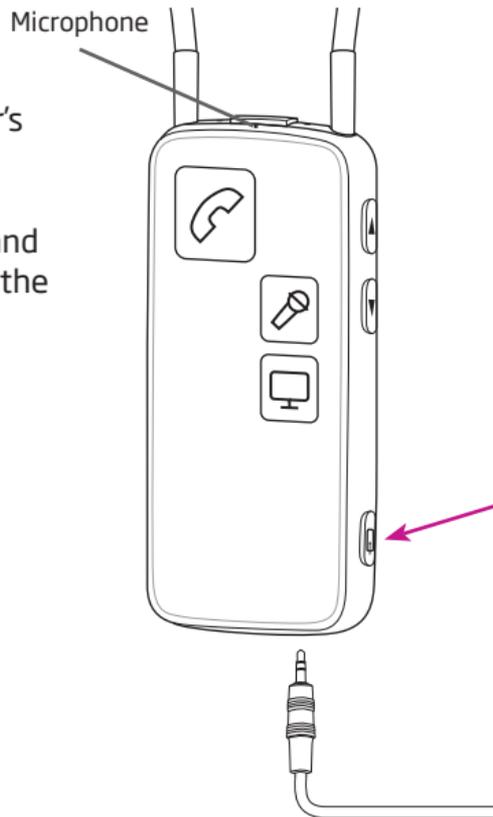
Make sure that you are able to speak into the Streamer's microphone inlet.

Inserting and connecting the included mini jack cable and the included headset splitter cable enables you to use the Streamer as a headset with your computer.

To use the headset function, simply press the AUX selector briefly.

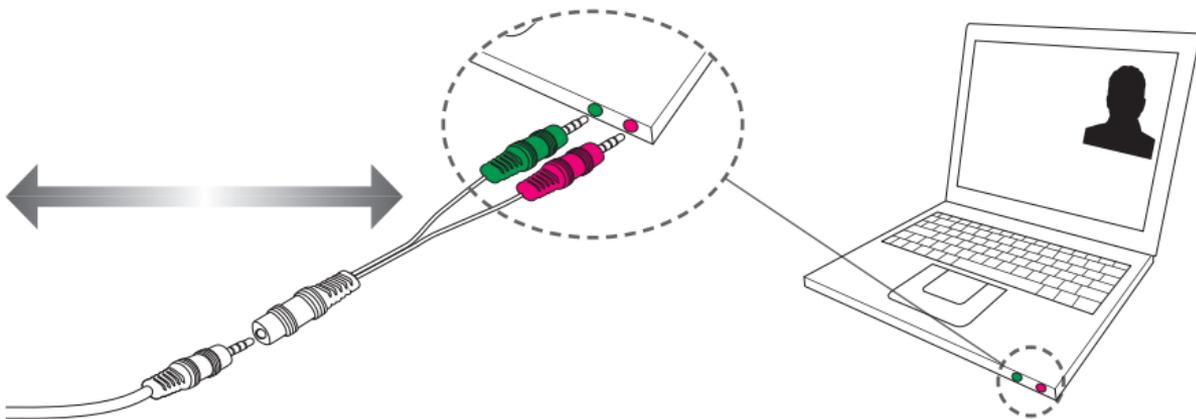
For more information please refer to:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



Headset cable		
Status	Front	Description
		Streamer on and ready
		You will hear a confirmation beep - you are now able to listen and talk to the other party

  Steady



## Music/audio wireless

To hear music/sound wirelessly, e.g., from an MP3 player or a computer with built-in Bluetooth, make sure that the device has been paired to your Streamer (page 30), that both are turned on, and within range (<10 meters).

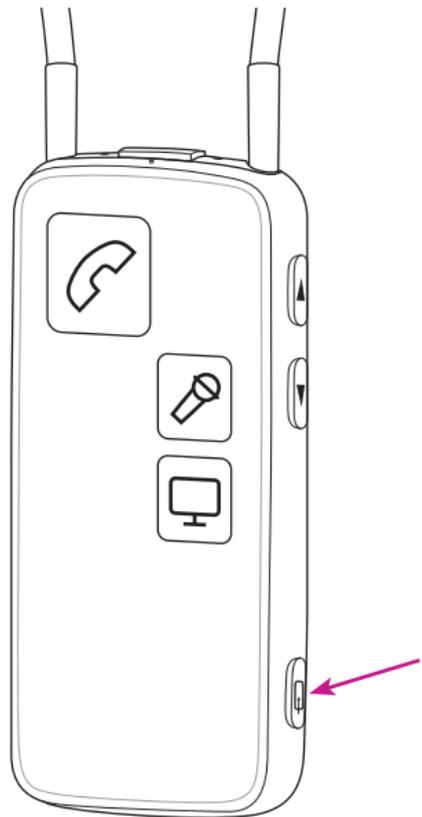
To listen to music from, e.g., a cell phone, press the AUX button before starting the music player.

### Enable automatic connections - default off

If enabled by your Hearing Care Professional, iPods, computers and cell phones can automatically activate/start audio streaming, for example, incoming text alerts or music started from a paired and connected cell phone.

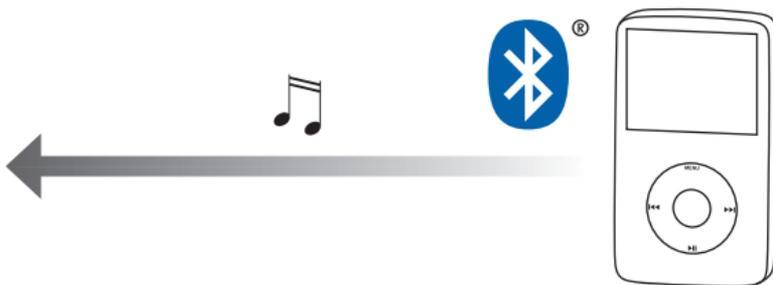
If you pair to a computer, make sure that the Streamer is paired as headphone/A2DP device.

For more information please refer to:  
[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



Music/audio wireless		
Status	Front	Description
  		Streamer on and ready
  		Streamer connecting to music/audio device
  		When connected, you will hear a confirmation beep followed by the sound from the device

  Steady  Blink



## PC headset - wireless

Make sure that you are able to speak into the Streamer's microphone inlet.

When pairing to a computer, make sure that the Streamer is paired as a headset device.

To use the headset function, call control is handled from the computer.

For more information please refer to:

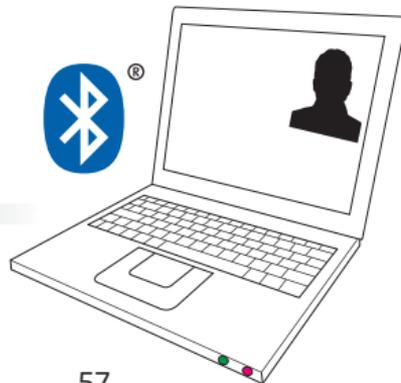
[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)



## Headset - wireless

Status	Front	Description
		Streamer on and ready
		Streamer connecting to music/audio device
		When connected, you will hear a confirmation beep followed by the sound from the device

  Steady  Blink



## T-coil (built-in)

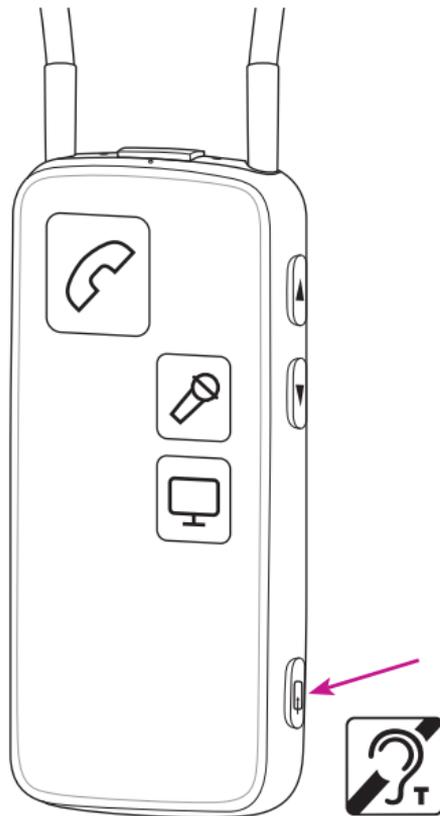
The Streamer has a built-in tele loop receiver (T-coil).

To receive sound from the tele loop receiver, press and hold the AUX selector for approx. 2 seconds.

For more information please refer to:

[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline)

Please note: if desired, the operation can be changed so the T-coil is activated by a short press. Consult your Hearing Care Professional for more information.



## T-coil

Status	Front	Description
		Streamer on and ready
		When connected, you will hear a confirmation beep followed by the sound from the tele loop system

  Steady

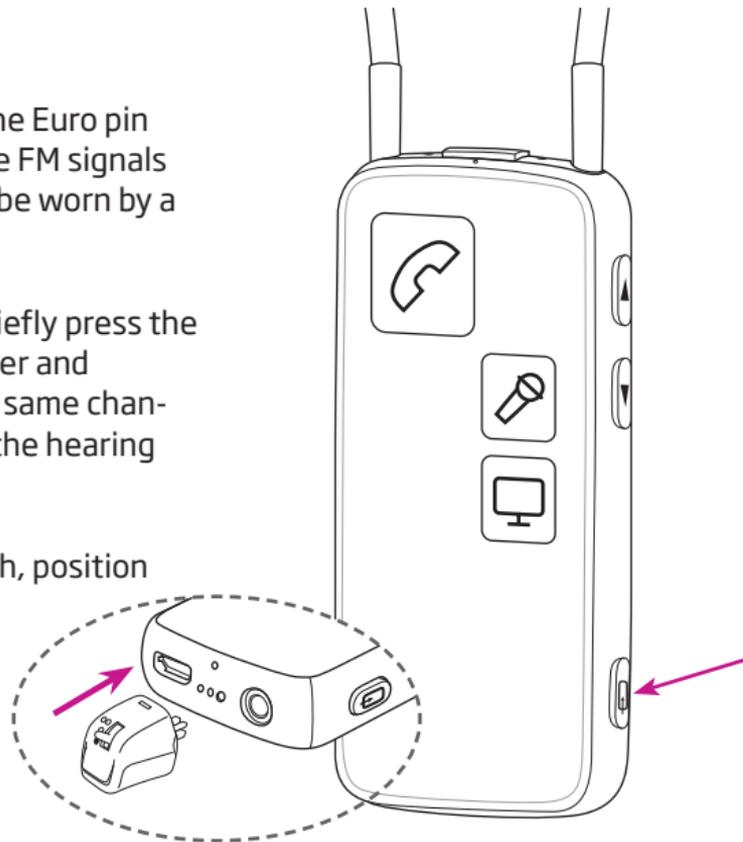
## FM receiver (optional)

An FM receiver can be plugged into the Euro pin socket. The receiver is used to receive FM signals from an FM transmitter, such as may be worn by a school teacher.

Simply plug in the FM receiver and briefly press the AUX selector. When the FM transmitter and receiver are synchronized and on the same channel, the FM signal will be received in the hearing instruments.

If your FM receiver has a toggle switch, position the switch onto the OO position.

For more information please refer to:  
[www.oticonusa.com/connectline](http://www.oticonusa.com/connectline).



FM		
Status	Front	Description
		Streamer on and ready. FM receiver powered on and ready for channel sync
		When connected, you will hear a confirmation beep followed by the sound from the device

  Steady

## IMPORTANT NOTICE

Please ensure the Streamer is turned on, but not streaming sound to the hearing instruments, when FM channel sync is required.

## **Avoiding heat, humidity and chemicals**

The operating temperature for the Streamer is 10-45°C.

Your Streamer must never be exposed to extreme heat, such as putting it in the oven, microwave oven, burning it or leaving it inside a parked car in the sun. There is a risk that it will explode and cause serious injury.

The Streamer must never be exposed to a lot of moisture, e.g., steam baths, showers or heavy rain.

The Streamer must not be exposed to or cleaned with cleaning chemicals or alcohols. The chemicals in cosmetics, hair spray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your Streamer. You should always remove your Streamer before applying such products and allow time for the product to dry before using your Streamer.

## Additional information

# Cleaning and maintenance

The Streamer is a sealed device 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 the Streamer on a regular basis. The microphone inlet and the connectors for audio input, neck loop and charging must be kept free of dirt or debris.

The Streamer and the neck loop must never be washed or immersed in water or other liquids.

## Accessories and spare parts

### Protective skins

Additional protective skins (dark or light gray) are available through your Hearing Care Professional.



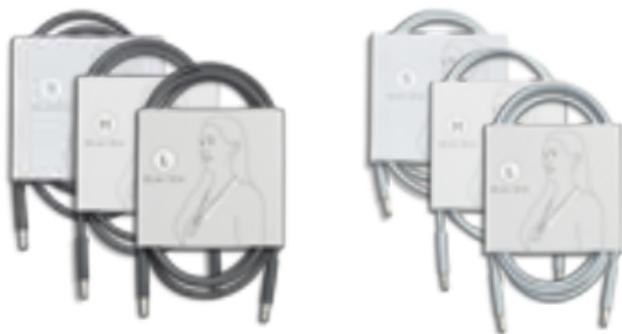
### Protective skin - single button

A protective skin (dark or light gray) with one protruding button, which makes "blind" operation easier, is available through your Hearing Care Professional.



### Replacement neck loops

Replacement neck loops (black or white) are available in three sizes: Short (51 cm), medium (66 cm) and long (81 cm) through your Hearing Care Professional.



### Belt clip

An optional belt clip (black or white) is available through your Hearing Care Professional.



### Charge base

An optional charge base (black or white) is available through your Hearing Care Professional.





## Technical information

Besides 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. 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 device contains a module with:**

FCC ID: U28CL2STRM

IC: 1350B-CL2STRM

The device complies with Part 15 of the FCC rules and RSS-210 of Industry Canada.

**Operation is subject to the following two conditions:**

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority 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 distance between the equipment and the receiver.*
- *Connect the equipment to 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 A/S declares that this Streamer Pro 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](http://www.oticon.com)

CE 0543 0682



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



N1175

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## People First

People First is our promise  
to empower people  
to communicate freely,  
interact naturally and  
participate actively



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**oticon**  
PEOPLE FIRST