

**Instructions for use.**  
ConnectLine App  
for Android devices



**App version 1.3.0**



**oticon**  
PEOPLE FIRST

## Introduction

This is a detailed guide to the ConnectLine App for Android smartphones and tablets.

- How to pair Streamer with an Android™ device
- How to get the app on Google Play™
- Function and features of the Android device using the app
- Overview of ConnectLine functions controlled through the app
- Troubleshooting

## Intended Use

The Remote Control App is intended to assist users of wireless hearing instrument to control functionality provided by their hearing solution.

## Warning

The Remote Control App should only be operated by the user of the hearing aids.

## Disclaimer

Oticon does not take responsibility for the consequences of using this app outside intended use.

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*The ConnectLine App for Android smartphones and tablets requires any Streamer Pro with firmware 1.3 or later. Please visit [www.oticon.com/app](http://www.oticon.com/app) for more details on compatibility.*

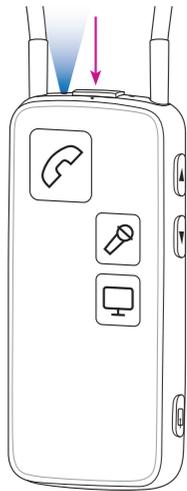
*Android, Google Play and other marks are trademarks of Google Inc. The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License.*



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# How to pair the Android device and Streamer Pro



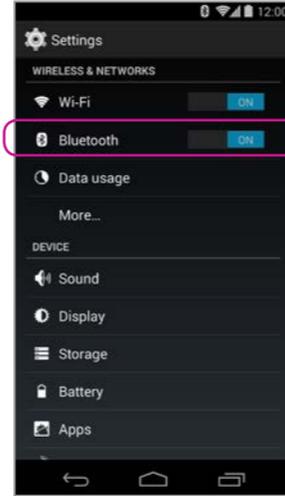
**Prepare Streamer**  
Press the power button on top of the Streamer until the top LED flashes blue.



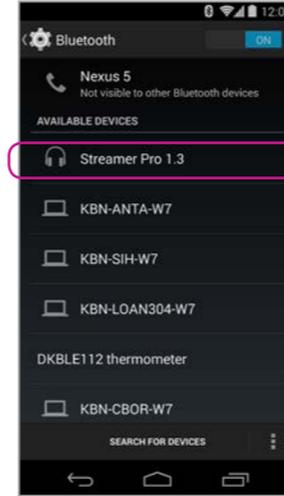
**Find settings icon**  
Find the settings icon on the Android device.



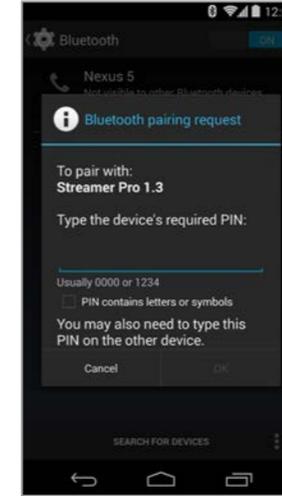
**Press Settings**



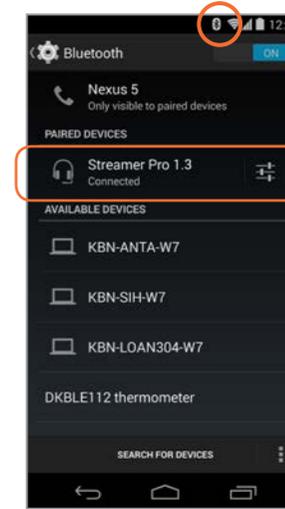
**Select Bluetooth**  
Find the Bluetooth icon in the settings menu.



**Find Streamer Pro 1.3**  
Select Streamer Pro 1.3  
Press Pair

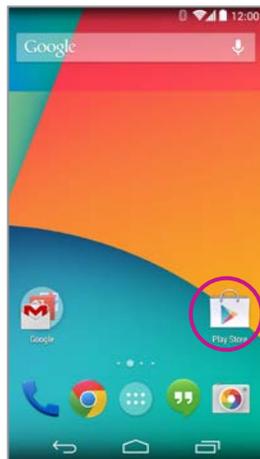


**Enter PIN**  
If prompted enter the Pin for Streamer 0000 (four zeros).



**Verify connection**  
Check that Streamer Pro is now connected. It should read "Connected" and you should see a small Bluetooth icon in the top status menu.

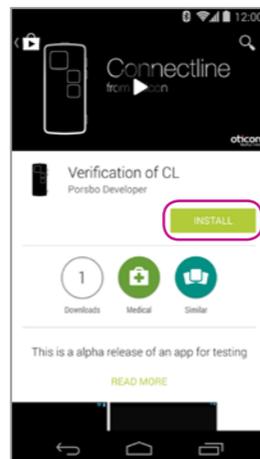
## Install App



**Open Google Play**  
Find the Google Play store app on your Android device. Press it.



**Search, download & sign in**



**Install**  
Press the green install button



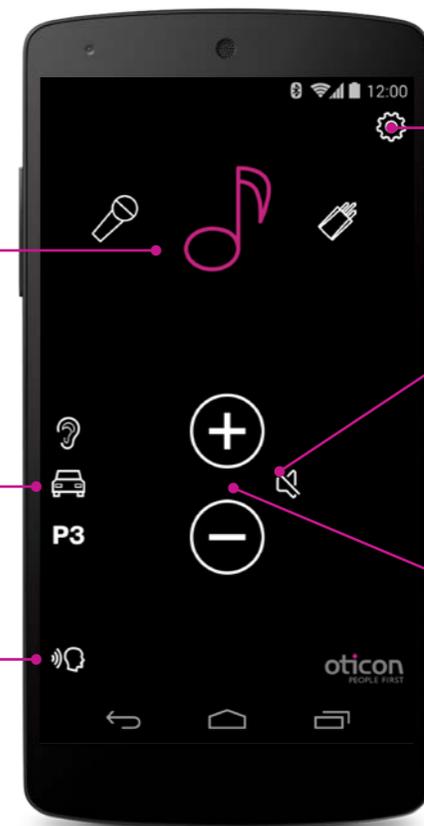
**App available**  
The ConnectLine App should now be on your device.

## App overview

The "Carrousel"  
Swipe and select  
"Streaming source"

Programs (page 10)

Back dir (page 29)

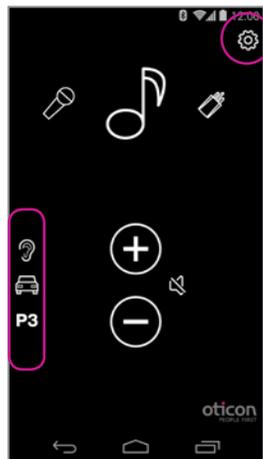


Settings

Mute (page 11)

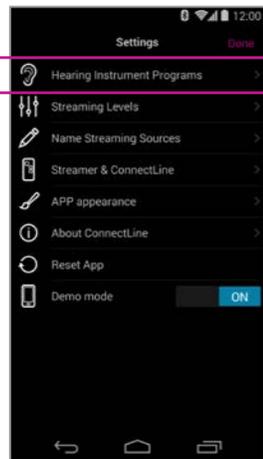
Volume up/down

# Programs



## Program selector

Hearing instrument programs can be selected directly.



## Custom labelling

Labels can be assigned to programs that already exist in the Hearing instruments.



## Custom labels

Settings --> Hearing Instrument Programs --> Press + to select an icon for the specific program.

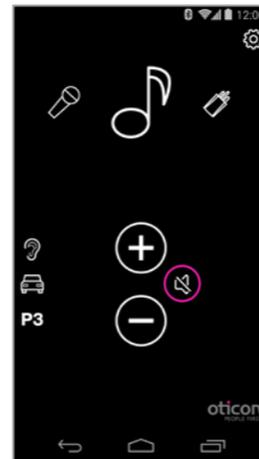


# Mute



## While Streaming

While streaming, the microphones of the hearing instruments can be muted to suppress surrounding sound/noise.



## While not Streaming

If not Streaming, the microphones on Oticon Alta, Nera, Ria and Sensei hearing instruments can be muted for quiet/comfort.

### Note:

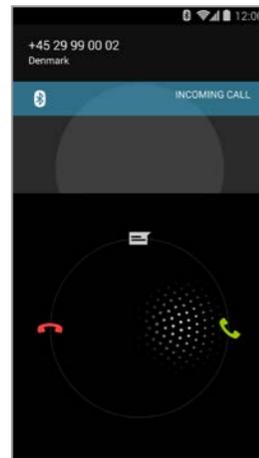
Adding a label here does NOT add a new program in the Hearing Instruments.

## Answer call - App running



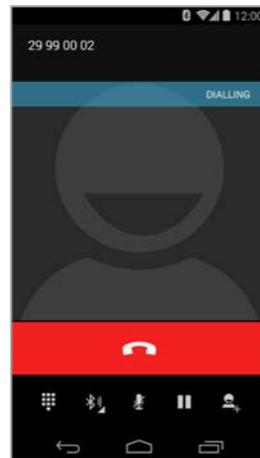
### App is running

The ConnectLine App is running. In this example the user is listening to music (from the phone).



### Incoming call

When receiving an incoming call, the ConnectLine App is "pushed to the back" and the phone's normal call handling window is opened. The call is either answered on the Streamer itself or using the phone's answer button.



### In a call

When taking a call, the phone's call handling window continues to be active.



### Autoresume

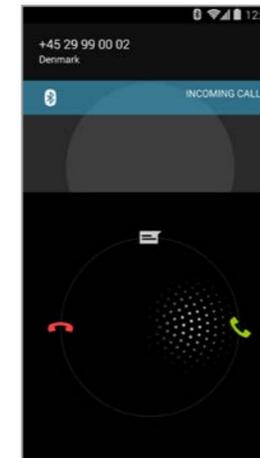
When the call is ended, the App (and the Connectline system) returns to its previous state (Autoresume). In this example, it returns to the music screen.

## App NOT running



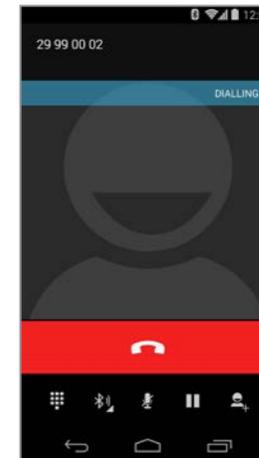
### App is not running

If the ConnectLine App is not running, the phone is typically on its "home view".



### Incoming call

When the user receives an incoming call, the ConnectLine App is "pushed to the back" and the phone's normal call handling window is opened. The call is either answered on the Streamer itself or using the phone's answer button.



### In a call

When taking a call, the call handling window continues to be active.



### Call ended

Phone returns to previous (idle) state.

# Make call, phone

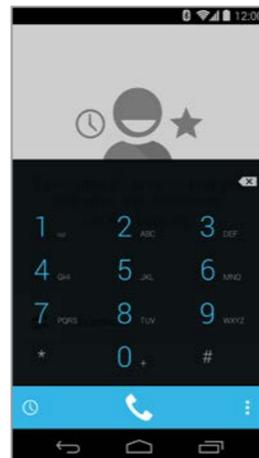


## App is running

Close the app (press the Home button once).

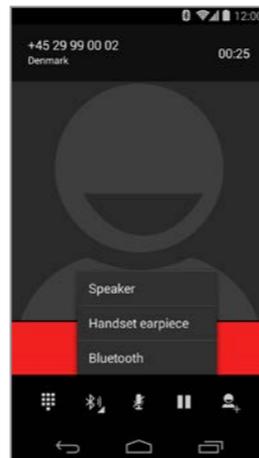


## Select Phone



## Key in number

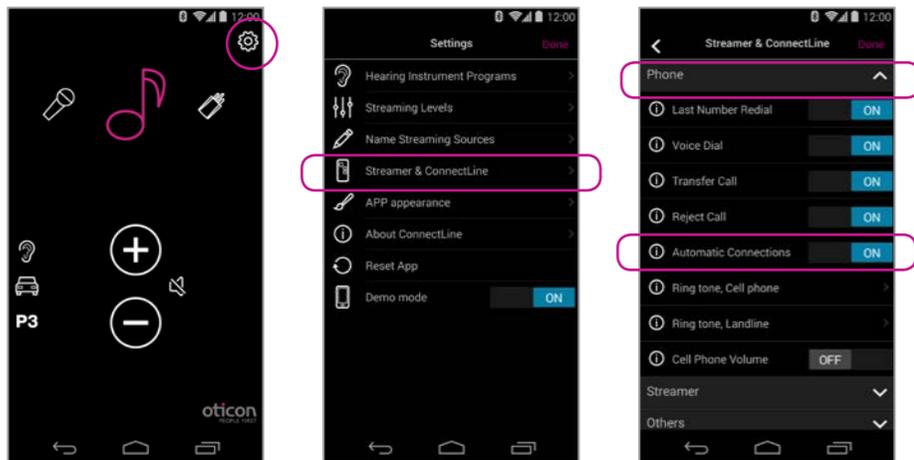
Key in number followed by "Call".



## Call active/End call

End call either on the phone or on the Streamer Pro (phone button).

# Play your favorite music



## Automatic connections for music player

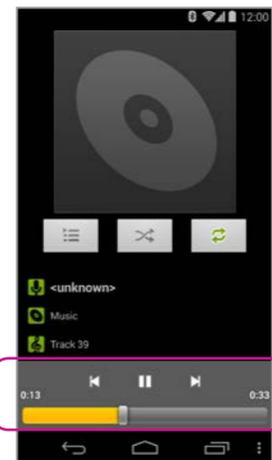
To enable the Streamer to automatically start audio Streaming when the music player is running, "automatic connections" should be enabled.

Settings --> Streamer and ConnectLine --> Phone --> Enable automatic connections



## Start music player

Click the home button to push the ConnectLine App into the background. Find and select the "Music" icon.



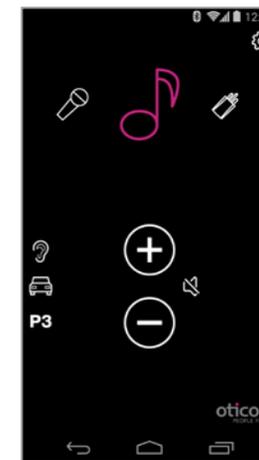
## Music player

You can play, pause and regulate volume at will through the music app. Connection is automatically made to Streamer and Hearing instruments.



## Switch to the app

If you want to switch back to the app, either press the task button an overview of active apps, and then choose the ConnectLine App or press the Home button once and find the ConnectLine App as you normally would.

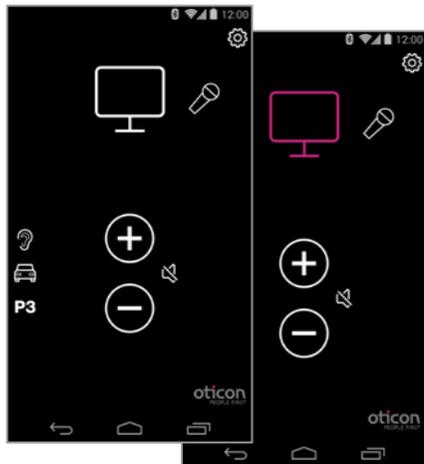


## Select and resume

If using the ConnectLine App, the Music icon on the app is now a shortcut to the Music player, which can be started and stopped at will. If other sources are chosen, the music will be paused until selected again.

## TV

In Carrousel if previously paired



### TV

Pressing the TV icon will start/stop audio from the TV adapter.

## Microphone

In Carrousel if previously paired



### Microphone

Pressing the Microphone icon will start audio streaming from the ConnectLine Microphone. Streaming can also be started from the microphone or from the Streamer.

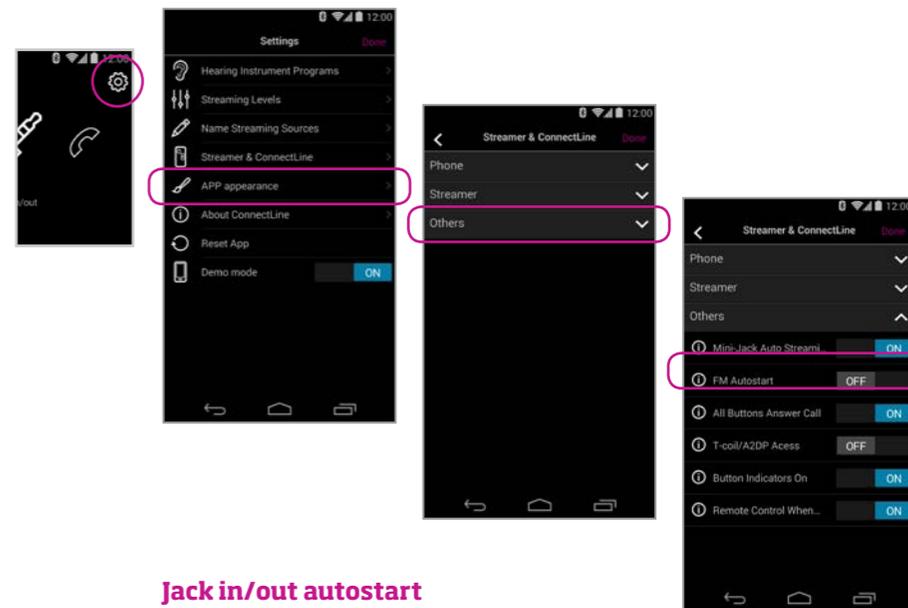
## Jack-in

In Carrousel if inserted



### Jack in/out

If a jack is inserted into the Streamer, audio streaming is automatically started.



### Jack in/out autostart

Jack autostart can be enabled/disabled in Settings.

Settings--> Streamer & ConnectLine --> Other --> Jack automatic streaming

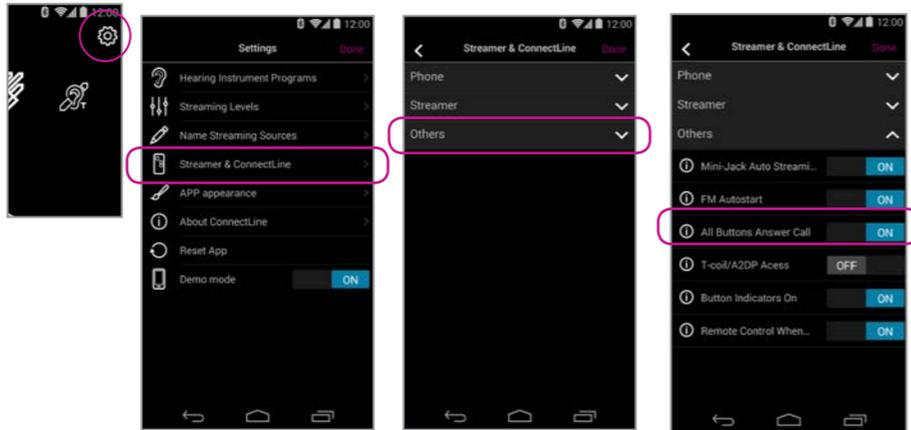
## FM

### In Carrousel if inserted



### FM

Pressing the FM icon will start/stop audio streaming from FM.



### FM autostart

Jack autostart can be enabled/disabled in Settings.

Settings--> Streamer & ConnectLine --> Other --> FM Autostart

## T-Coil

### Always in Carrousel



### T-Coil

Pressing the T-Coil icon will start/stop audio streaming from T-Coil.

## Second mobile phone

### Will NOT appear in Carrousel



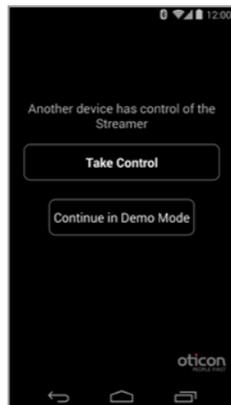
#### Decline or accept call

An incoming call is signaled in the hearing instruments and in the app. The call can be accepted either in the app or on the Streamer.



#### End call

The call can be ended in the app (or on the Streamer).



#### Multiple apps running

If more than one phone is paired with the Streamer, the Streamer will be controlled by the phone from where the app was most recently opened.

**WARNING!**  
To ensure that your system is not operated without your consent or knowledge, we recommend that the app is only installed on your personal devices.

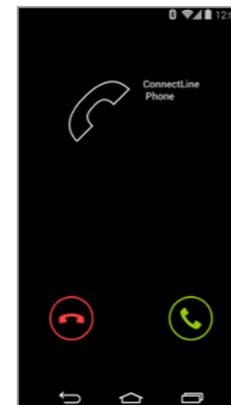
## Landline phone

### Will appear in Carrousel if in range



#### App is running

If a landline phone adapter has been paired and is within reach, it will appear as a Phone icon in the App. If the app is not running, the call can only be answered directly from the Streamer.



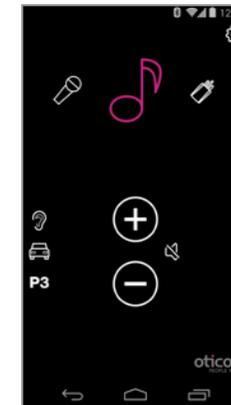
#### Answer call

An incoming call is signaled in the hearing instruments and in the app. The call can be accepted either in the app or on the Streamer.



#### End Call

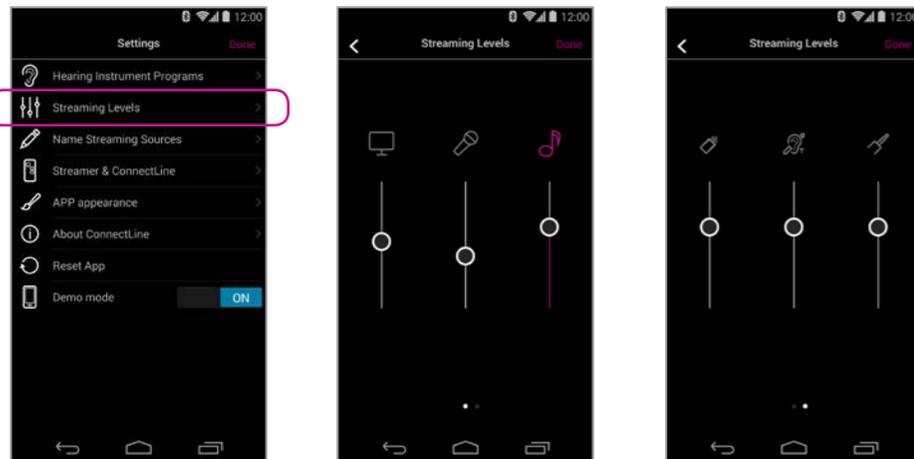
The call can be ended in the app (or on the Streamer).



#### Autoresume

If another source was active (in this example, music) that source will be resumed after the call is ended.

## Settings - Streaming levels

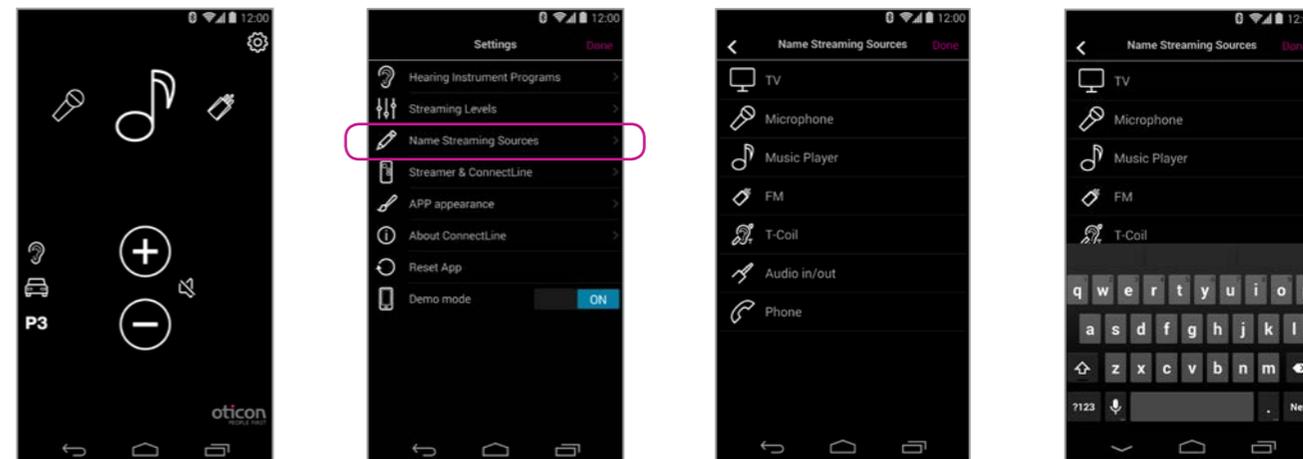


### Streaming levels

Streaming levels can be adjusted for each streaming source independently. While streaming, the active source will be highlighted with magenta.

Settings --> Streaming levels

## Settings - Streaming source labelling

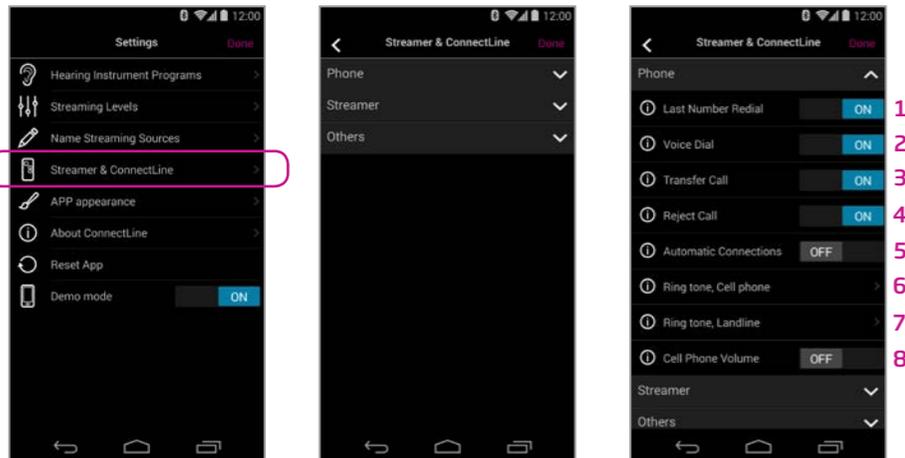


### Streaming source labelling

The streaming sources can be labelled according to personal preferences.

Settings --> Name Streaming Sources

# Settings - Phone



## Phone settings

A selection of settings which affects the daily use of phones may be customised.

### 1: Last Number Redial

If enabled, last number redial can be started by pressing and holding the phone button on the Streamer (if supported by the mobile phone).

### 2: Voice Dial

If enabled, briefly pressing the phone button on the Streamer will enable voice dial (if supported by your mobile phone and you are not in range of a ConnectLine phone adapter).

### 3: Transfer Call

If enabled, pressing and holding the phone button on the Streamer will transfer a call back to the mobile phone.

### 4: Reject Call

If enabled, an incoming mobile phone call can be rejected by pressing "volume down" on the Streamer.

### 5: Automatic connections

Allow automatic connections, e.g. SMS notifications and music players.

### 6: Ring tone, cell

Ring tone associated with calls from your mobile phone(s).

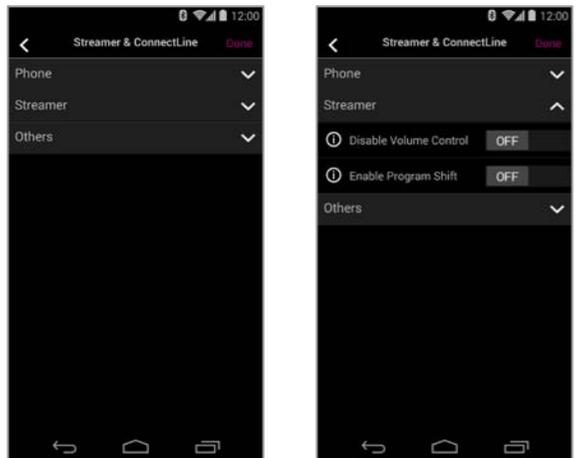
### 7: Ring tone, landline

Ring tone associated with calls from the ConnectLine phone solution.

### 8: Mobile phone volume

Enables you to adjust the volume of the call using the volume buttons on the mobile phone.

## Settings - Streamer



### Streamer settings

A selection of settings may be customised.

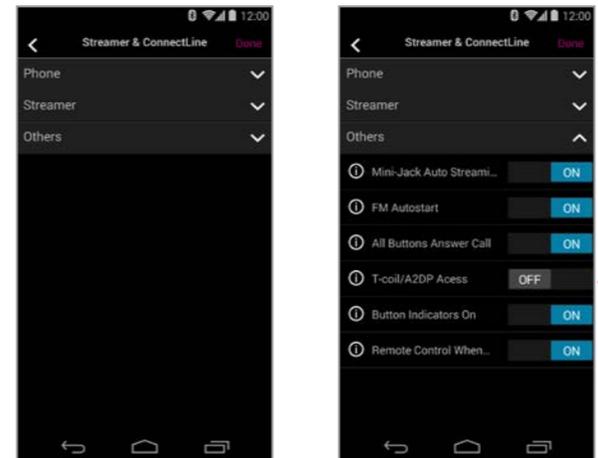
#### 1: Disable Volume Control

If enabled, volume control of hearing instruments cannot be carried out using the Streamer.

#### 2: Enable Program Shift

If enabled, program shift of hearing instruments cannot be carried out using the Streamer.

## Settings - Other



### Other settings

A selection of settings which affects the daily use of the Streamer itself may be customised.

#### 1: Jack automatic streaming

If enabled, audio streaming from jack input will automatically commence when jack is inserted.

#### 2: FM Autostart

If enabled, FM streaming will automatically commence when FM receiver is inserted.

#### 3: Answers call, all buttons

If enabled, all front buttons can be used to answer call.

#### 4: T-Coil/A2DP

If not selected, a single press of the Streamer AUX button, starts A2DP. If selected, a single press of the Streamer AUX button, starts the T-Coil.

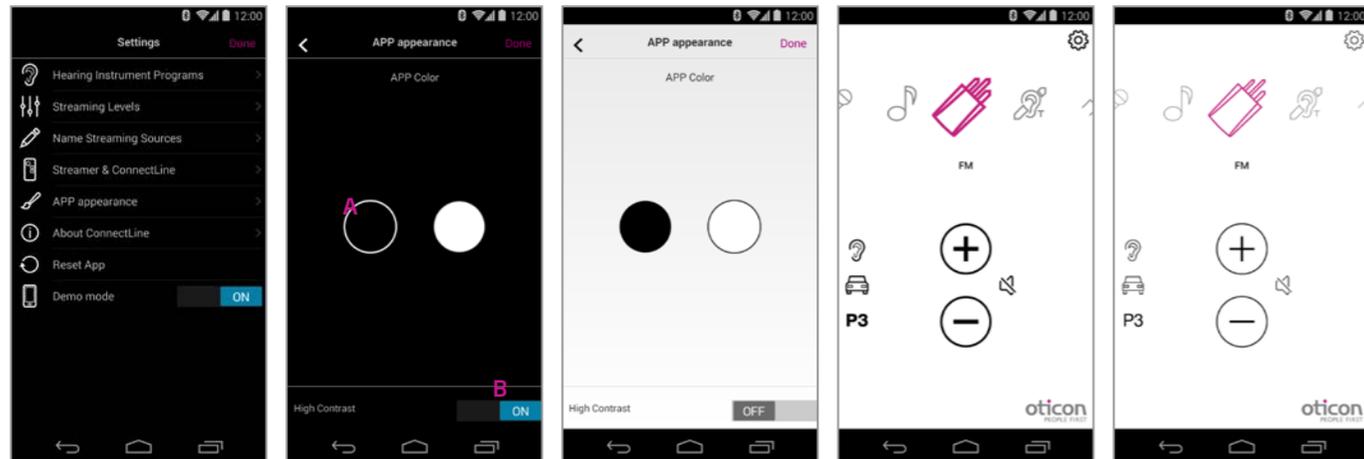
#### 5: Indicators ON

When indicators are off there are no visual led indicators on front of the Streamer.

#### 6: Use as remote when off

If enabled, Streamer can also be used as a remote control for the hearing instruments even when Streamer is turned off.

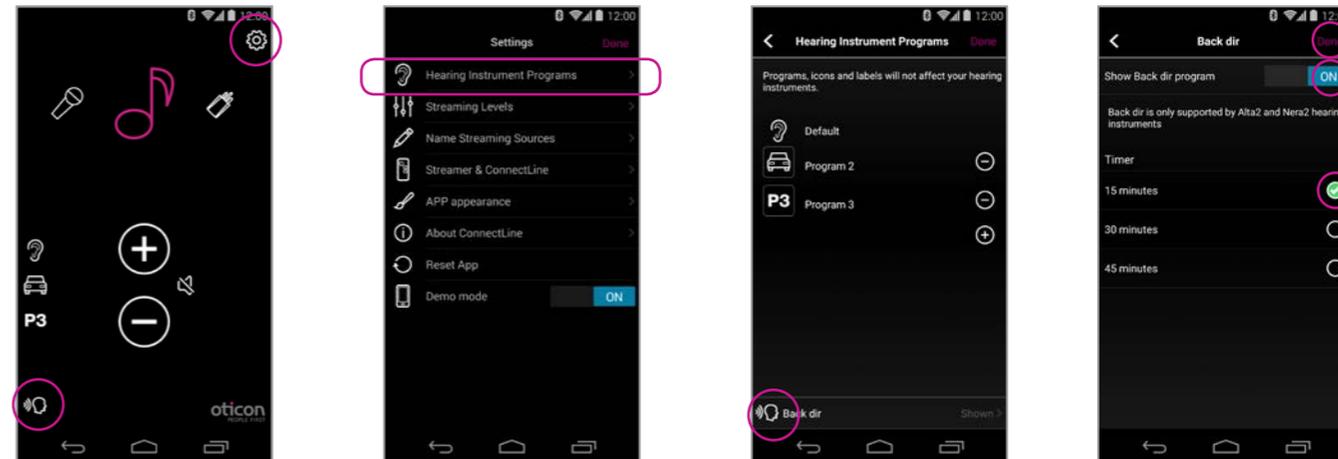
## Settings - Appearance



### Visual appearance

The visual appearance of the app can be changed so it is either black or white. (A)  
For both colors, thin or thick icon outlines can be selected. (B)

## Back dir



### Enable

Back dir has to be enabled in the settings menu

### Settings

Select hearing instrument programs

### Settings

Enable back dir

### Settings

1. Show back dir on main screen
2. Set timer
3. Press done to save

#### Note:

Back dir is only supported by Alta2 and Nera2 hearing instruments

# Troubleshooting



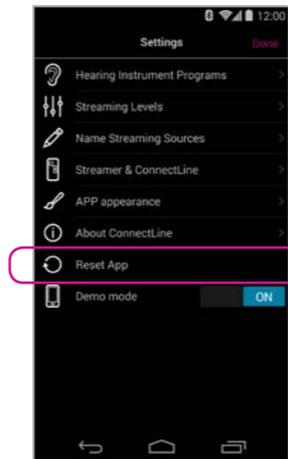
## Close/restart App

Click the task button for an overview of active apps



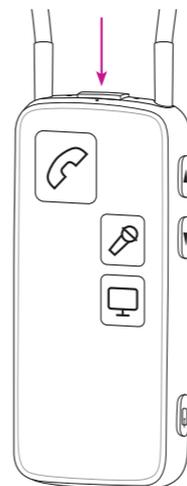
## Close App

Swipe the ConnectLine App to the left so that it is removed from the screen. It is now completely stopped.



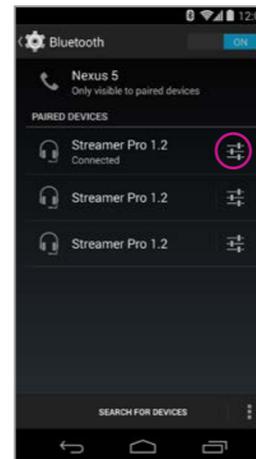
## Reset App

Resetting the app will restore the app to its initial settings.



## Reset Streamer

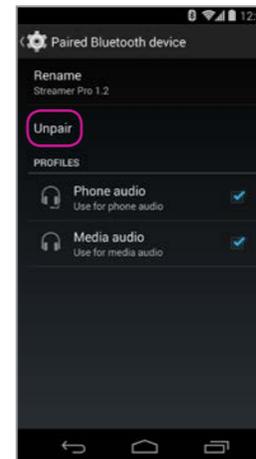
The Streamer is automatically reset when powered off/on.



## Re-pair Streamer and Android device

In some cases, especially if the device and Streamer have been paired multiple times with other devices, it may be beneficial to clear all pairings in both the Android device and the Streamer.

1. Turn Streamer off
2. On the phone: (settings > Bluetooth) select the Streamer then press "unpair"
3. Turn off phone
4. Turn Streamer on
5. On the Streamer: hold "power on" AND "volume up" for 10 seconds
6. Turn on phone and re-pair Streamer (see page 4)



## People First

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