

Connection Guide



**How To Connect
Your Hearing Aids To Your
Favourite Gadgets**



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Get Connected

Children and teens of all ages want to connect to electronic devices. This can be challenging for children wearing hearing aids. With advances in Bluetooth™ and wireless technology they are now able to get connected. Chatting with friends, listening to music, watching movies and playing computer games can be done with far more ease than before!

This “How to Guide” will take you through the possibilities of use and steps to get connected.

What To Connect to:

Virtually all electronic devices: music devices, mobile phones, landline phones, TV, computers, hand-held games and console games.

Ways To Connect:

- With Oticon’s Bluetooth-enabled Streamer accessory, you can connect wirelessly to virtually any Bluetooth device - starting with your mobile phone.
- With Oticon’s ConnectLine and Streamer you can watch TV or talk on the phone wirelessly.
- With accessories like Direct Audio Input and Amigo personal FM, you can listen to music, connect to your computer, watch TV and more.

Contact your hearing care professional for more information.

Glossary

> 1 Amigo FM Receiver



Clip-on receivers



Hearing aids with receivers

Amigo Arc
neckloop receiver

> 2 Amigo T10 Transmitter



> 3 ConnectLine



ConnectLine Phone adaptor



ConnectLine TV adaptor



ConnectLine Streamer

> 4 Bluetooth



> 1 **Amigo FM Receiver:** Comes as a small clip-on device or as a neckloop receiver. The receiver accepts the FM signals from the transmitter and delivers the signal into the hearing aid.

> 2 **Amigo T10 Transmitter:** A versatile personal FM transmitter that can significantly improve speech understanding by reducing noise and distance. Can be placed at a table or worn by the speaker.

> 3 **ConnectLine:** Oticon specific devices that connect hearing aids to TV, landline and mobile phones and more. Components consist of Streamer, TV adaptor and phone adaptor.

> 4 **Bluetooth:** Wireless technology used in consumer products that allow devices like computers, phones, etc. to connect and exchange information.

Direct Audio Input (DAI) > 1



DAI adaptors > 3

DAI cables > 2

ConnectLine Streamer > 4

> 1 **Direct Audio Input (DAI):** A wired connection for hearing aids using audio adaptor and cables to connect to electronic devices such as music devices, computers with headphone jacks and more.

> 2 **DAI cables:** 3-pin audio cables that plug into DAI adaptor with a 3.5 mm end plug for use with headphone jack.

> 3 **DAI adaptors:** Audio adaptor that connects to hearing aid.

> 4 **ConnectLine Streamer:** A connectivity interface for the Oticon hearing aids, that are ConnectLine Streamer compatible. It wirelessly connects the hearing

aids to audio sources for communication, entertainment and information purposes, such as a mobile phone, land line phone, TV, music player, computer, etc.

Pairing: A process that allows two Bluetooth devices to exchange information. Once paired, information will only reach devices that are linked by the pairing process.

Enjoy watching TV with family and friends at a comfortable volume for you and everyone else



Using ConnectLine

Items needed: ConnectLine TV adaptor, TV, hearing aids, Streamer

How to:



STEP > 1
Plug the dual RCA plug end (red and white) into the output jacks on back of TV (typically labelled Audio Out).

STEP > 2
Plug TV cord into ConnectLine adaptor marked B and pair Streamer the very first time using it.

STEP > 3
Press music button on Streamer to begin listening to audio.



Using FM

Items needed: TV, T10 transmitter, hearing aids, clip-on FM receivers or Amigo Arc FM neckloop receiver

How to:



STEP > 1
Plug the dual RCA plug end (red and white) into the output jacks on back of TV (typically labelled Audio Out).

STEP > 2
Plug 3.5 mm end of auxiliary cable into the AUX input jack of the T10 transmitter.

STEP > 3
Attach FM receivers to hearing aids or wear FM neckloop receiver.



Enjoy playing electronic games alone or with friends wirelessly



Using ConnectLine

Items needed: ConnectLine TV adaptor, TV, game console, Streamer, hearing aids

How to:



- STEP > 1**
Plug the dual RCA plug end (red and white) into the output jacks on back of TV (typically labelled Audio Out).
- STEP > 2**
Plug TV cord into adaptor marked B and pair Streamer the very first time using it.
- STEP > 3**
Press music button on Streamer to begin listening to audio.



Using Streamer

Items needed: Streamer, Streamer cable, handheld game

How to:



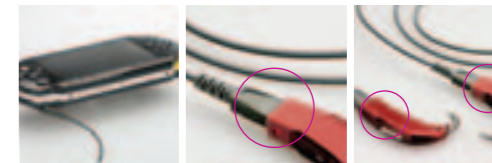
- STEP > 1**
Attach 2.5 mm plug to auxiliary in jack on Streamer.
- STEP > 2**
Attach the other end, 3.5 mm, to headphone jack on hand held game device.
- STEP > 3**
Push music button on Streamer to hear audio.



Using DAI (direct audio input)

Items needed: DAI cables, DAI adaptors, hearing aids

How to:



- STEP > 1**
Connect the 3.5 mm end of the DAI cord to the headphone jack.
- STEP > 2**
Attach the other end of the cable (3 Pin) to the DAI audio adaptors.
- STEP > 3**
Attach DAI audio adaptors to hearing aids.

Everyone enjoys listening to music. Now children of all ages can listen to their favorite tunes on an MP3 music device without removing their hearing aids



Using FM neckloop receiver

Items needed: FM neckloop receiver, music device, audio jack cable, hearing aids

How to:



STEP > 1

Connect the audio jack cable to neckloop receiver.

STEP > 2

Connect the other end of the audio jack cable to music device.

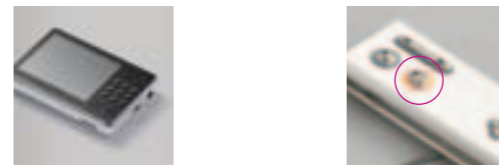
STEP > 3

Turn on music device and FM receiver. Make sure the receiver is set for input/music connection.

Using Streamer (wireless)

Items needed: Streamer, Bluetooth enabled music device, hearing aids

How to:



STEP > 1

Make sure the music device is in Bluetooth mode and already paired with Streamer. If the music device is not Bluetooth enabled, use a Bluetooth adaptor.

STEP > 2

Press music button on streamer to hear audio.

Using DAI

Items needed: DAI adaptor, DAI Cables, music devices, and hearing aids

How to:



STEP > 1

Connect the 3.5 mm end of the DAI cord to the headphone jack of the music device.

STEP > 2

Attach the other end of the cable (3 Pin) to the DAI audio adaptor.

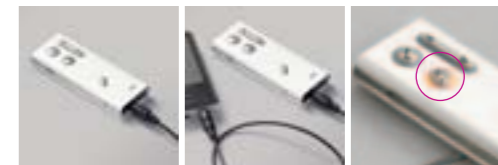
STEP > 3

Attach DAI audio adaptor to hearing aids.

Using Streamer (wired)

Items needed: Streamer, music device, Streamer cable, hearing aids

How to:



STEP > 1

Attach 2.5 mm plug to auxiliary in jack on Streamer.

STEP > 2

Attach 3.5 mm plug to headphone jack on music device.

STEP > 3

Push music button on Streamer to hear audio.



Listen to the audio program
with your hearing aids while
using a computer



Using Streamer

Items needed: Computer, Streamer, Streamer cable, hearing aids

How to:



STEP > 1
Attach 3.5 mm plug
to headphone jack
on computer.

STEP > 2
Attach 2.5 mm plug
to auxiliary in jack
on Streamer.

STEP > 3
Push music button
on Streamer to hear
audio.

Using FM neckloop receiver

Items needed: FM neckloop receiver, computer, audio jack cable, hearing aids

How to:



STEP > 1
Connect the audio
jack cable to
neckloop receiver.

STEP > 2
Connect the other
end of the audio
jack cable to
computer.

STEP > 3
Turn on FM receiver and use PC
in un-muted function. Make sure
the receiver is set for input/music
connection.

Using DAI

Items needed: Computer, DAI cords and DAI adaptor, hearing aids

How to:



STEP > 1
Connect the 3.5 mm
end of the DAI cord to
the headphone jack
on the computer.

STEP > 2
Attach the other
end of the cable
(3 Pin) to the DAI
audio adaptor.

STEP > 3
Attach DAI audio
adaptor to hearing
aids.



Talking wirelessly on your landline phone with hearing aids allows you to hear more clearly

Using a Landline Phone

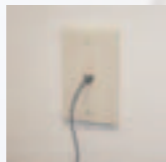
Items needed: ConnectLine phone adaptor, landline phone, tele cord, Streamer, hearing aids.

How to:



STEP > 1
Unplug phone line from the phone or cordless phone base station.

STEP > 2
Plug the phone line into Phone adaptor marked LINE (black socket).



STEP > 3
Other end of cord remains in the wall jack.

STEP > 4
Plug the Tele Cord into the Phone Adaptor marked PHONE (yellow socket).

STEP > 5
Plug the other end of the Tele Cord into the phone or base station. Make sure to pair the Streamer and phone adaptor the first time using them.

STEP > 6
When phone rings press phone button on Streamer to answer the call wirelessly.



Using a Mobile Phone

Items needed: Streamer, Bluetooth mobile phone, hearing aids

How to:



STEP > 1
Make sure your mobile phone is in Bluetooth mode and already paired with Streamer.

STEP > 2
When phone rings press phone button on Streamer to answer the call wirelessly.



Use your mobile phone hands-free with Streamer and your hearing aids



Talking on the mobile phone hands-free - connected to your hearing aids - is a safe way to drive



Using Streamer

Items needed: Streamer, mobile phone, hearing aids

How to:



STEP > 1
Make sure your mobile phone is in Bluetooth mode and already paired with Streamer.

STEP > 2
When phone rings press phone button on Streamer to answer the call wirelessly.



Using FM

Items needed: T10 transmitter, hearing aids, FM receivers, clip-on receivers or neckloop

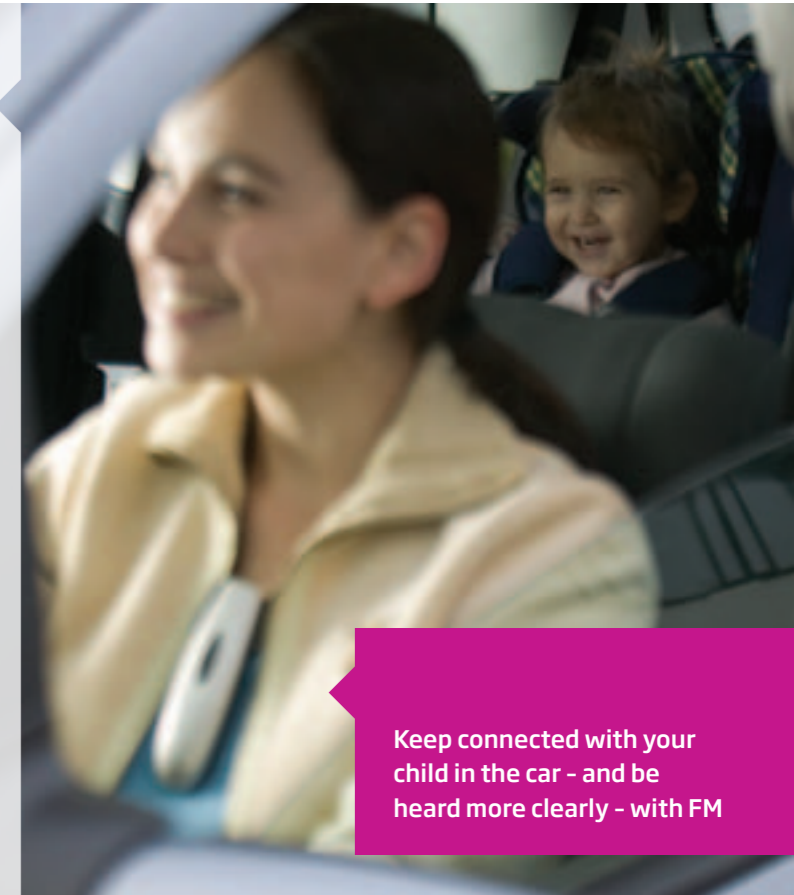
How to:



STEP > 1
Attach FM receivers to hearing aids or place neckloop receiver around the neck and turn it on.

STEP > 2
Place transmitter around neck of speaker.

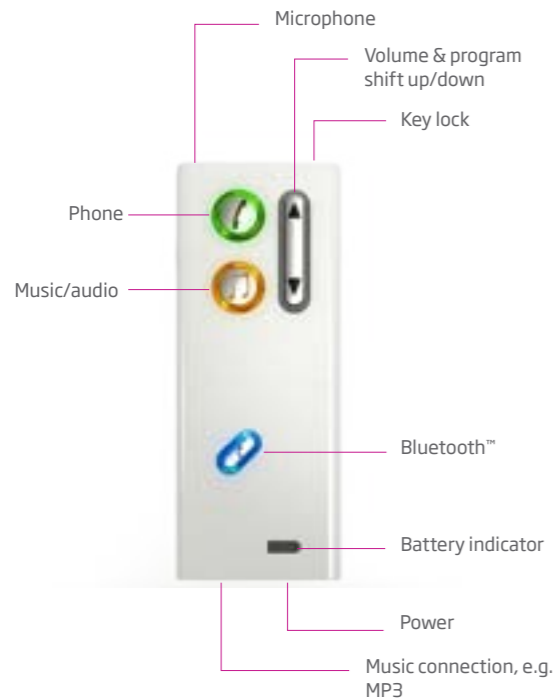
STEP > 3
Turn transmitter to Focus Setting.



Keep connected with your child in the car - and be heard more clearly - with FM

Overview

ConnectLine Streamer

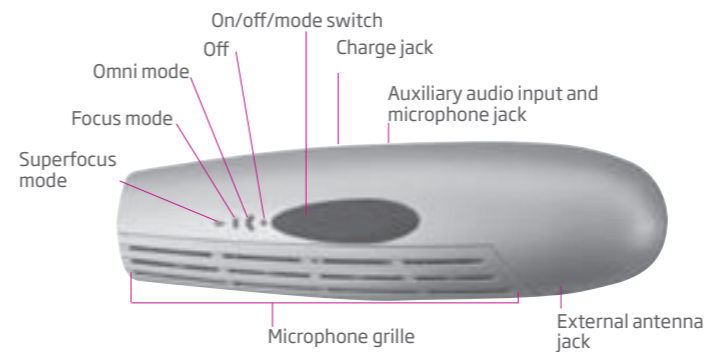


Amigo Arc FM neckloop receiver

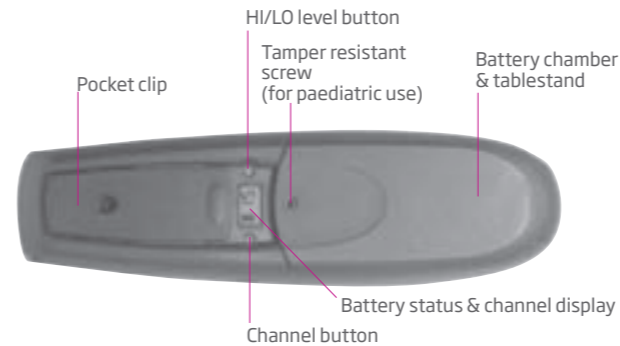


Amigo T10 FM Transmitter

Microphone (top)



Microphone (bottom)



Streamer Pairing Guide

Pairing the Streamer with your Bluetooth devices

Before your Streamer can be used with mobile phones and other Bluetooth devices, the Streamer must be prepared by pairing it to the phone, etc. More detailed instructions accompany the Streamer, ConnectLine and FM devices.

Pairing with Bluetooth mobile phone and Bluetooth enabled music device



STEP > 1
Place mobile phone or music device near the streamer.

STEP > 2
Press and hold Streamer pairing button until blue light flashes rapidly. While Streamer flashes, go to Bluetooth connection on mobile phone or music device and follow instructions.

STEP > 3
When phone rings press phone button on Streamer to answer the mobile phone wirelessly.

Oticon cannot guarantee compatibility with every Bluetooth™ product on the market.

ConnectLine Streamer

Pairing	Problem	Solution
My Streamer will not enter Bluetooth pairing mode	Streamer's key lock is activated	Deactivate the key lock located on top of Streamer. When the key lock slider reveals a GREEN label, the keys can be operated
	Streamer is out of power	Charge or recharge the battery
My phone is not finding Streamer	Streamer is outside the range of your phone	Move the two devices closer together and reattempt pairing
	Streamer is already connected to other Bluetooth devices that are active and within its range	Make sure that all other nearby Bluetooth devices that have previously been paired to Streamer are turned off before you repeat the pairing process
Pairing was unsuccessful	Your Streamer is not in pairing mode when your phone is trying to pair with it	Streamer's pairing mode is active for 120 seconds or until Streamer has been paired to your device. If the pairing is not completed within the 120 seconds repeat the pairing process again
	Wrong PIN code was entered	Repeat the pairing process and ensure that you use the PIN code: 0000 (four zeroes)

Phone	Problem	Solution
The Phone button does not blink when the phone is ringing and there is no ringing indication in the hearing aids	Bluetooth is off in the phone and/or in Streamer	Ensure Bluetooth is on in the phone - please refer to your phone's user guide.
	Your phone and your Streamer are disconnected from each other	Ensure Connect is on in Streamer. Press the Connect button shortly to turn Connect on. Reconnection between Streamer and any Bluetooth device will happen automatically when the general conditions for this are accomplished
The Phone button does not blink when the phone is ringing and there is no ringing indication in the hearing aids	Streamer is not paired to the mobile phone	Follow the pairing process described in section 6.9.
	Streamer is out of power	Recharge the battery
The Bluetooth connection between Streamer and your phone is unsteady	The Bluetooth connection between Streamer and your phone is unsteady	Oticon cannot guarantee compatibility with every Bluetooth® product on the market. If both products are Bluetooth® Qualified, the likelihood that they will interoperate is good, but some incompatibilities may still exist
	The phone button is blinking when the phone is ringing but I hear no ring indication in the hearing aids	Streamer is out of EarStream range
The audio in the hearing aids drops out	Streamer is out of Bluetooth range	Make sure Streamer is kept within 10 metres (30 feet) of the phone. This range is reduced significantly indoors with lots of obstacles (walls, furniture) and it is also phone dependent

Phone	Problem	Solution
I have difficulties hearing the other party on the phone in noisy environments	Environmental sounds disturb speech understanding	Turn the hearing aid microphones off by pressing the Up-Down button for 2 to 3 seconds. You will hear the programme change beep and after 1 second the microphones in both hearing aids will be off. Be careful not to turn off the hearing aid microphones in traffic!
The phone call does not go through when the Phone button is pressed	You may be pressing the Phone button too long when you are answering a call. The call will be rejected	To accept a call make a short press (less than 1 second)
I hear multiple beeps in my hearing aids while operating my phone	The key sound feature may be turned on in your phone	Deactivate key sounds on your phone

Wired audio	Problem	Solution
No audio in the hearing aids	Audio source needs to be turned on	If Streamer is connected to e.g. a PC, make sure that the volume is turned up on the PC
Volume is too low/high	Volume needs to be adjusted on the audio source	Adjust volume on the audio source e.g. a PC to a level that suits you when using Streamer

Charging	Problem	Solution
Streamer does not work even while charging	The battery of Streamer is drained completely	Streamer needs to charge for approximately 20 minutes before it can operate. For optimal battery life avoid draining the battery completely

Volume	Problem	Solution
When I press a button Streamer blinks and nothing happens	Keyboard is locked to prevent accidental button activation	Deactivate the key lock located on top of Streamer. When the key lock slider reveals a GREEN label, the keys can be operated
When I turn the microphones off, the volume changes	The volume changes to default level when changing programme	This is by design

Amigo T10

No sound	Charge battery Check Amigo T10 is turned on
Intermittent or reduced sound	Make sure external antenna is connected Change FM channel and make sure the FM receiver is changed too

Amigo Arc

No sound/no FM reception	Charge the battery Make sure that Amigo Arc is on the desired channel Make sure that the hearing aid is in telecoil program
LEDs off	Make sure that the battery is charged Make sure that Amigo Arc is on the desired channel Make sure that the LEDs are enabled in the fitting of Amigo Arc
Intermittent or reduced sound	Move away from potential noise sources Make sure that there are no other transmitters transmitting on the same FM channel

For assistance with troubleshooting or answers to other questions please see the Instruction For Use manual accompanying the devices or consult your hearing care professional. Alternatively, visit www.oticon.com, where you can find a troubleshooting guide for Amigo and installation videos for ConnectLine.

It takes a truly dedicated approach to help children with hearing problems achieve their full potential. That's why we deliver the solutions and services that professionals and caregivers need to provide children the opportunities they deserve. This is what child-friendly hearing care is all about.

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www.oticon.com

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