

# SAMBA 2 GO

English





# Instructions for use

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# 1. Contents of the package

- SAMBA 2 GO
- Neckloop
- Power supply with different adapters
- USB cable for charging
- Sleeve
- Accompanying documents

## 2. General information

### Introduction

These instructions for use cover the use of the SAMBA 2 GO.

Read these instructions for use carefully and completely so that you are familiar with the use of the product. Do not hesitate to contact your audiologist/healthcare professional, clinic or MED-EL representative with any additional questions you may have.

The following symbols will be used throughout this document:



Information indicating a hazardous situation that, if not avoided, could result in death or serious injury.



Information indicating a hazardous situation that, if not avoided, could result in minor injury or inconvenience for the user and/or property damage.

### Device description

SAMBA 2 GO is an audio streamer which connects many Bluetooth®<sup>(1)</sup> wireless technology enabled devices, standard audio devices and FM receivers with your SAMBA 2 Audio Processor (also referred to as "audio processor" in these instructions for use). In addition, it provides a convenient option to adjust pre-defined settings within a limited range.

### Compatible audio processors

SAMBA 2 GO works with your SAMBA 2 Audio Processor.

### Intended use

The SAMBA 2 GO provides a convenient option to adjust simple, pre-defined settings of a compatible MED-EL audio processor within a range determined by a hearing healthcare professional. In addition, it can also be used for audio streaming.

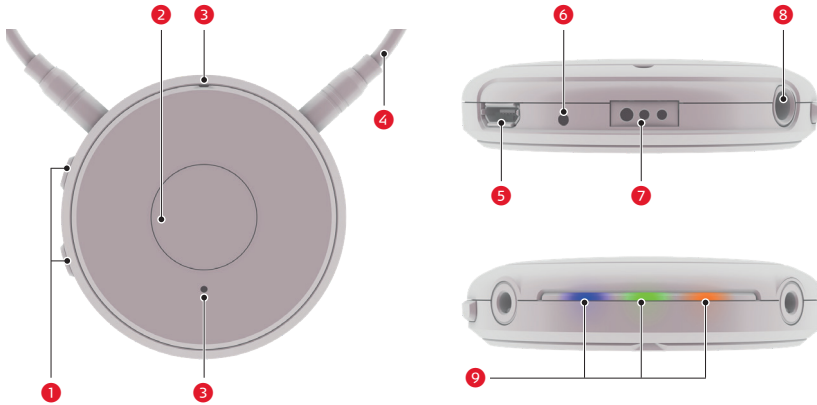
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<sup>1</sup> The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by MED-EL GmbH is under licenses. Other trademarks and trade names are those of their respective owners.

# 3. Getting started

## SAMBA 2 GO overview

- 1 Volume buttons (+, -)
- 2 Multi-function button (📶)
- 3 Microphone openings
- 4 Neckloop (is also the antenna)
- 5 USB port for charging
- 6 Reset button
- 7 Port for FM receiver
- 8 Port for audio devices (standard 3.5 mm (0.14 in) audio jack)
- 9 LED status indicator (blue, green, orange)





## Charging





**NOTE:**

Make sure that the power plug is easily accessible to remove it from power supply if necessary.

### Battery status while charging

	Steady orange light	Charging in progress
	Steady green light	Charging complete

### Battery status while operating

	Orange LED off	Battery sufficiently charged
	Flashing fast for 5 seconds when a button is pressed.	Battery low

### Further information

- Only use the USB cable and power adapter that came with the device. Select the adapter that is used in your country.
- When charging via computer:
  - SAMBA 2 GO switches off automatically.
  - Your computer must be turned on and not in sleep or standby mode. Otherwise, the battery may drain instead of charge.
- Typically, fully charging takes two hours.





**WARNING**

There is a risk of explosion when the rechargeable battery is handled in a wrong way.

- Do not open the housing.
- Do not short-circuit, pierce, crush or disassemble the rechargeable battery.
- Do not place it in the oven or fire.
- Do not immerse it in water.
- Charge the rechargeable battery between 0°C (+32°F) and +45°C (+113°F).
- Prior to returning the battery for recycling, tape the electrodes to prevent a short circuit which may cause the battery to explode.



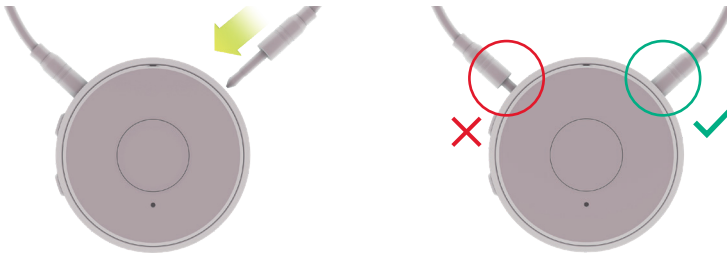
**CAUTION**

Protect your device from extreme heat, direct sunlight and high humidity.

## Wearing SAMBA 2 GO

In order to function correctly, your SAMBA 2 GO must be worn with the neckloop around your neck. The neckloop is also the antenna.

- 1 Unplug one neckloop plug and place the neckloop loosely around your neck.
- 2 Insert both neckloop plugs all the way.



**WARNING**

- Due to the risk of strangulation, children under the age of twelve must not use the device without adult supervision.
- Only use the delivered neckloop. It will automatically detach when entangled.
- Ensure that the neckloop does not get entangled, e.g. in moving mechanical parts of machines.

## Pairing your audio processor with SAMBA 2 GO

Your audio processor has to be paired once with SAMBA 2 GO. After that, the connection is automatically established when your audio processor and SAMBA 2 GO are switched on.


### Preconditions

- Audio processor is switched off (the battery compartment is open) and within operating distance.
- SAMBA 2 GO is switched off.
- Neckloop is plugged in on both sides, and SAMBA 2 GO is worn around the neck.

### Pairing

Press  until the green LED turns on: . This takes approximately 2 seconds.



SAMBA 2 GO searches for audio processors nearby: .

Switch on the audio processor while the green LED is flashing: . Close the battery compartment.

If you are wearing two audio processors, both must be switched on.

Pairing may take several seconds.

### Pairing status for audio processor (indicated by green LED)

	Flashing, then on for 5 seconds, then off	Pairing is finished. An acoustic signal is played. You can now use SAMBA 2 GO.
	Flashing for 10 minutes, then off	Audio processor could not be paired. Refer to section "Troubleshooting".






When pairing is finished:

- As long as the blue LED is flashing () , SAMBA 2 GO is ready to pair with Bluetooth devices. Refer to section "Pairing Bluetooth devices".
- SAMBA 2 GO is ready for simple adjustments of pre-defined audio processor settings.

If you want to pair with Bluetooth devices not now, but later on, press .

## Adjustments of pre-defined settings

SAMBA 2 GO helps you to make adjustments of your audio processor settings, as pre-defined by your audiologist/healthcare professional. The following functions are available:

Function	Description
Volume adjustment	 or  Press shortly to adjust step by step, or press and hold until desired volume is reached.
Program change	 Press shortly to switch to the next program. This function is not available during audio streaming.
Mute	 and  Press long (2 seconds) to mute/unmute the microphones of your audio processor.

### Further information



If you are wearing two audio processors, both are adjusted at the same time.

#### NOTE:

You can quickly unmute the audio processor by pressing the multi-function button shortly.

## Switching SAMBA 2 GO on/off






To switch on:

- Press  until the green LED turns on: . This takes approximately 2 seconds.



To switch off:

- Press  until the green LED fades off: .

### Status indication

	On for 2 seconds	SAMBA 2 GO is powering up.
	Flashing	Establishing connection to audio processor. If the connection can be established immediately, this status indication is skipped.
	On for 5 seconds	Audio processor is connected.
	Flashing fast for 10 seconds	Battery is too low to turn on SAMBA 2 GO.
	Fades off	SAMBA 2 GO turns off.

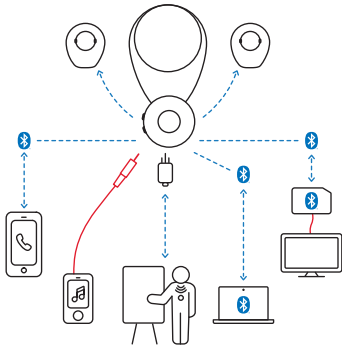
### Further information

- After being switched on, SAMBA 2 GO searches for audio processors for 10 minutes. If no audio processor can be detected during this time, SAMBA 2 GO switches off automatically. In this case, ensure that your audio processor is switched on and try again.
- To check if SAMBA 2 GO is switched on, press  or . If the green LED lights up, SAMBA 2 GO is switched on.

## 4. Audio streaming






Connect the audio device with SAMBA 2 GO – with wire or wirelessly. SAMBA 2 GO wirelessly transmits (streams) the audio signal to your audio processor.


The audio signal is played through your audio processor. You do not need loudspeakers or headphones.



### Supported devices

You can connect the following devices:

	Bluetooth wireless technology enabled phones (up to two)
 	Bluetooth wireless technology enabled audio devices, such as tablet PCs, stereos, transmitters...
	Standard line-in devices (audio devices with 3.5 mm (0.14 in) audio jack)
	FM receiver Enables you to use FM systems.

Whenever audio streaming is active – independent of the connected audio source – the blue LED lights up .

The setup depends on the device type:

- Standard line-in devices and FM receivers must only be plugged in.
- Bluetooth phones and Bluetooth audio devices must be paired once before audio streaming is possible. Refer to section "Pairing Bluetooth devices".

## Pairing Bluetooth devices

Every Bluetooth device has to be paired once with SAMBA 2 GO. After that, the connection is automatically established when SAMBA 2 GO is on and the Bluetooth device is within operating distance.

Bluetooth devices are, for example, Bluetooth wireless technology enabled phones, TVs, tablets or transmitters.




### NOTE:

Perform pairing as infrequently as possible, ideally in a secure area where attackers cannot realistically intercept Bluetooth pairing messages. A "secure area" is defined as a non-public area that is indoors away from windows in locations with physical access controls.

### Preconditions




- Bluetooth device is switched on.
- SAMBA 2 GO is switched on.
- Neckloop is plugged in on both sides, and SAMBA 2 GO is worn around the neck.

### Pairing standard Bluetooth devices

- Press  and  simultaneously until the blue LED flashes: . This takes approximately 5 seconds. SAMBA 2 GO searches for devices nearby.
- Set up your Bluetooth device to search for other Bluetooth devices. Refer to the device's manual.
- On the Bluetooth device, select "SAMBA2GO" from the list of detected devices.
- If requested, enter the PIN "0000".

Pairing may take several seconds.

### Pairing status for standard Bluetooth devices (indicated by blue LED)

	Flashing, then on for 5 seconds, then off	Pairing has been completed successfully. You can now use the Bluetooth device.
	Flashing, then off	Pairing was not successful. In this case, ensure that the Bluetooth device is within operating distance and try again.  <b>Tip:</b> • To cancel pairing, press  shortly. The blue LED turns off.


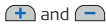

### Further information

- If the transmitter is only temporarily (<5 minutes) out of operating distance, the transmission of the audio signal is interrupted, but automatically picked up again when the transmitter is back within operating distance.
- If a transmitter is already paired, you cannot pair it again.
- If you pair a third transmitter, the first paired transmitter is automatically unpaired.


## Audio streaming functions

### NOTE:

For information on making phone calls, refer to section "Making phone calls".

Function	Explanation
Start streaming	<ul style="list-style-type: none"> <li>• For Bluetooth wireless technology enabled audio devices: Start audio playback on the audio device.</li> <li>• For standard line-in devices and FM receivers: Plug in the device.</li> </ul>
Volume adjustment	 Press shortly to adjust step by step, or press and hold until desired volume is reached.
Sound mixer	 Press both buttons shortly and simultaneously to switch between the following input signals: <ul style="list-style-type: none"> <li>• audio input and surrounding sounds, or</li> <li>• audio input only</li> </ul>
Stop streaming	 Press shortly. The blue LED turns off.

### NOTE:

For standard line-in devices and FM receivers, you can pause/play the audio stream by pressing  shortly. When the audio stream is paused, the blue LED turns off.

### Several devices connected

If you connect more than one device to SAMBA 2 GO, the last device connected is played.

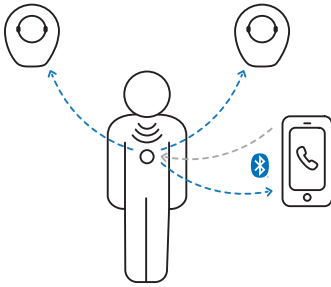
If you switch on SAMBA 2 GO while more than one device is connected, SAMBA 2 GO selects one of the signals, according to the following priorities:

1. Phone calls
2. Bluetooth audio devices, for example the music player of a smartphone or a tablet PC
3. FM receivers
4. Audio devices (with a standard 3.5 mm (0.14 in) audio jack)



## 5. Making phone calls








You can use your audio processor and the microphone of SAMBA 2 GO for phone calls.



### Preconditions

- The phone must support Bluetooth.
- The phone must be paired with SAMBA 2 GO (refer to section "Pairing Bluetooth devices").



### Phone call functions

Function	Description
Accept/end a call	 Press shortly. Alternatively: Use your phone's accept/end function.
Reject a call	 Press long (more than 2 seconds). Alternatively: Use your phone's reject function.
Volume adjustment	 or  Press shortly to adjust step by step, or press and hold until desired volume is reached.
Sound mixer	 and  Press both buttons simultaneously to switch between the following input signals: <ul style="list-style-type: none"><li>• caller's voice and surrounding sounds, or</li><li>• only caller's voice</li></ul>
Hand call over	 Double-press to hand the phone call from SAMBA 2 GO to the phone or from the phone to SAMBA 2 GO.


### Further information

#### Outgoing calls:

When you call someone, your audio processor automatically connects with the phone via SAMBA 2 GO. Some phones do not support this function. In this case:

- Stop or disconnect all other audio devices.
- Press  and  shortly and simultaneously to establish the connection manually.

#### Incoming calls:

- When someone calls you, your audio processor plays a ring tone and the blue LED is flashing fast .
- When someone calls you, SAMBA 2 GO cannot be switched off.

#### Rejecting calls:

This function is not supported by all phones.

#### Using two phones:

- If both phones ring simultaneously, SAMBA 2 GO only signals the first call.
- While you are on the phone using the SAMBA 2 GO, incoming calls of the second phone cannot be signalled. You have to end the call on the first phone in order to answer the call on the second phone.
- Both phones must be paired with the SAMBA 2 GO.

#### Hand call over:

This function is helpful if you want to hand the phone to another person.

#### Remarks:

- It is not possible to put a call on hold via SAMBA 2 GO. Use your phone's functions to put a call on hold.
- During a phone call, the audio processor cannot be muted and the program cannot be changed.
- After pairing is completed, we recommend turning off the phone's keypad tones.

## 6. Maintenance and service

### Cleaning






#### CAUTION


Do not immerse your SAMBA 2 GO in water to avoid damage to your device.

- Do not clean your streaming device with alcohol or benzine. Clean the SAMBA 2 GO and the neckloop as necessary with a dry or slightly damp soft cloth. Use only distilled water to dampen the cloth.
- Avoid any cleaning agents.

### Unpairing

You can unpair all devices.

- Press  and  simultaneously until the blue and orange LEDs start flashing: . This takes approximately 10 seconds. SAMBA 2 GO unpairs the audio processor and all Bluetooth devices.

SAMBA 2 GO searches for audio processors and Bluetooth devices nearby: . Switch your audio processor off and on again to pair it with SAMBA 2 GO. In order to pair other devices, refer to section "Pairing Bluetooth devices".

### Resetting

In case of a system crash or if SAMBA 2 GO does not respond when you press a button, you can reset SAMBA 2 GO. The reset does not affect the pairing status. All paired devices remain paired.

Use a long thin tool, e.g. a toothpick, and press the reset button.



## 7. Further information

### Operating distance

- SAMBA 2 GO and audio processor: You must wear the SAMBA 2 GO around the neck and your audio processor as usual.
- SAMBA 2 GO and wireless audio devices: The maximum distance is approximately 10 m (32 ft).

### Configuration of your audio processor

You can use SAMBA 2 GO right out of the box. You only have to pair your audio processor and the desired Bluetooth devices.

However, if you prefer a dedicated program for listening to music (via your Bluetooth Hi-Fi) or when using the FM receiver:

Ask your audiologist/healthcare professional to configure a program with the desired properties.

Dedicated programs allow you to enjoy your hearing/sound experience even more.


If your audiologist/healthcare professional sets up a new program for your audio processor or changes the configuration of the audio processor, you have to do the following:

- Switch SAMBA 2 GO off and then on again.  
Refer to section "Switching SAMBA 2 GO on/off".
- Pair your audio processor once again. Refer to section "Pairing your audio processor with SAMBA 2 GO".

The updated configuration of the audio processor is now known by SAMBA 2 GO.

## Troubleshooting

If an error occurs, make sure that SAMBA 2 GO is worn correctly and that all devices are within operating distance. Refer to sections "Wearing SAMBA 2 GO" and "Operating distance".

Problem	Possible solutions
The device does not work.	<ul style="list-style-type: none"> <li>• Ensure that the device is charged and switched on. Refer to sections "Charging" and "Switching SAMBA 2 GO on/off".</li> <li>• Pair the audio processor again. Refer to section "Pairing your audio processor with SAMBA 2 GO".</li> <li>• Reset the device. Refer to section "Resetting".</li> </ul>
Audio streaming is interrupted.	<ul style="list-style-type: none"> <li>• Ensure that the neckloop is not twisted.</li> <li>• Ensure that the Bluetooth device is within operating distance.</li> <li>• In rare cases, metal-based necklaces can interrupt audio streaming. Remove the necklace.</li> </ul>
An external audio source is connected, but not played.	<ul style="list-style-type: none"> <li>• For plugged connections: Ensure that the device is fully connected.</li> <li>• For wireless connections: The device has not been paired. Refer to section "Pairing Bluetooth devices".</li> <li>• More than one audio device is connected, and another connected audio device has a higher priority. Unplug the unused audio device or press  to stop wireless audio streaming from unused audio devices.</li> </ul>

Consult your audiologist/healthcare professional if you encounter further problems.

## 8. Warnings and precautions

### Warnings

- Do not alter the device and only use it as intended.
- Do not use a damaged device.
- Your device contains small parts which can be swallowed. Keep audio processors, batteries and accessories out of reach of children and people with mental challenges.
- Do not use your device on airplanes or areas where sensitive or life-supporting electronic equipment is used.
- Do not use your streaming device in explosive atmospheres (e.g. in mining areas).

### Precautions

- Do not use the device during x-ray or MRI head examinations, as these procedures may damage your device. Weaker radiation, e.g. from radio equipment or airport security, does not damage the device.

**NOTE:**

In some countries, restrictions for the usage of wireless equipment exist. Refer to local authorities for further information.

- Your streaming device is programmed to exclusively communicate with your audio processor. If you experience problems with another person's streamer, consult your audiologist/healthcare professional.

Please refer to the accompanying Warranty Statement for information on our warranty provisions.

## 9. Miscellaneous











### Technical data

<b>Power supply</b>	Golden Profit GPE006H-050100-Z Input voltage: 100 to 240 V (AC) Input current: 0.5 A Input frequency: 50 to 60 Hz Output voltage: 5 V (DC) Output current: 1 A
<b>Wireless functionality</b>	Operating frequency: 3.28 MHz
<b>Operating distance</b>	<ul style="list-style-type: none"> <li>• SAMBA 2 GO and audio processor: You must wear SAMBA 2 GO around the neck and your audio processor as usual.</li> <li>• SAMBA 2 GO and wireless audio devices: The maximum distance is approximately 10 m (32 ft).</li> </ul>
<b>Operating conditions</b>	Temperature: 0 °C (+32 °F) to +45 °C (+113 °F) Relative humidity: 5 % to 93 % Atmospheric pressure: 70 kPa to 106 kPa
<b>Transport and storage conditions</b>	<p>During extended periods of transport and storage, observe the following conditions:</p> <p><b>Storage</b> Temperature: +10 °C (+50 °F) to +40 °C (+104 °F) Relative humidity: 10 % to 80 %</p> <p><b>Transport</b> Temperature: -29 °C (-20.2 °F) to +60 °C (+140 °F) Relative humidity: 15 % to 90 %</p>
<b>Disposal information</b>	<ul style="list-style-type: none"> <li>• Packaging should be disposed of in accordance with local requirements.</li> <li>• Recycle or dispose of batteries and your streaming device according to national regulations, or return them to your audiologist/healthcare professional.</li> </ul>
<b>Materials in skin contact</b>	SAMBA 2 GO housing: PU (polyurethane) Neck loop: TPU (thermoplastic polyurethane) Sleeve: PE (polyethylene)

### Warranty statement

Please refer to the accompanying Warranty Statement for information on our warranty provisions.

## Symbols

- |   |  |
|---|--|
|  | CE marking   |
|  | Refer to instructions for use  |
|  | Manufacturer   |
|  | Catalogue number   |
|  | Fragile, handle with care  |
|  | Temperature limit  |
|  | Humidity limitation  |
|  | Prescription only  |
|  | Warning<br>Information indicating a hazardous situation that, if not avoided, could result in death or serious injury.   |
|  | Caution<br>Information indicating a hazardous situation that, if not avoided, could result in minor injury or inconvenience for the user and/or property damage. |

## Conformance information

The CE marking indicates conformity with the following European directives:

- 2014/30/EU (Electromagnetic Compatibility/EMC)
- 2014/53/EU (RED)
- 2011/65/EU (Restriction of Hazardous Substances/RoHS)

The full text of the declaration of conformity can be obtained from [www.medel.com/compliance](http://www.medel.com/compliance).



## Wireless functionality

Operating frequency:  $f_c = 3.28$  MHz

FCC and ISED compliance information can be found on the back of the device.

Devices with the FCC marking comply with the standards of the FCC regarding electromagnetic interference.

This Class B digital apparatus complies with Canadian ICES-003.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s) and part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause interference.
- This device must accept any interference, including interference that may cause undesired operation of the device.

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 with one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation 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.








### NOTE:

**Radiofrequency radiation exposure information:** The radiated output power of the device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

**FCC caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.





# 10. Quick reference

## Button overview






Button	Description
 Press shortly.	Adjust volume. Press shortly to adjust step by step, or press and hold until desired volume is reached.
 Press shortly.	Only during audio streaming or phone calls. Switch between the following input signals: <ul style="list-style-type: none"> <li>• audio input/caller's voice and surrounding sounds, or</li> <li>• audio input/caller's voice only.</li> </ul>
 Press long (2 seconds).	Mute your audio processor.
 Press shortly.	<ul style="list-style-type: none"> <li>• During audio streaming: Stop streaming.</li> <li>• No audio streaming: Switch to next program.</li> <li>• When audio processor is muted: Unmute audio processor.</li> <li>• Incoming call: Accept call.</li> <li>• During phone call: End call.</li> <li>• During Bluetooth pairing: Cancel pairing.</li> </ul>
 Press long.	<ul style="list-style-type: none"> <li>• No active phone call: Switch SAMBA 2 GO on/off.</li> <li>• During phone call: Reject call.</li> </ul>
 Double-press.	During phone call: Hand call over.
 Press.	Pair standard Bluetooth device.

## LED status indication

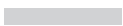




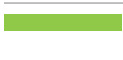





### Orange LED

	Orange LED off	Battery is sufficiently charged.
	Flashing fast for 5 seconds	When a button is pressed: Battery is low. After turning on: Battery is too low to switch on SAMBA 2 GO.
	Flashing fast for 1 second	An error has occurred. Examples: Audio processor is not in operating distance or the neckloop is open.
	Steady orange light	Charging in progress

### Blue LED

	Blue LED off	No audio streaming and no phone call is active.
	Steady blue light	Audio streaming is active, or phone call is active.
	Flashing fast	Incoming phone call
	Flashing	Pairing with standard Bluetooth devices
	On for 5 seconds after flashing	Bluetooth device is connected.

### Green LED

	Green LED off	No button is currently pressed, no charging is in progress, or SAMBA 2 GO is turned off.
	Steady green light (when charging)	Charging is complete.
	On for 1 second after pressing	Program switched or volume adjusted
	On for 2 seconds after pressing buttons	Audio processor muted/unmuted
	On for 2 seconds after switching the device on	SAMBA 2 GO is switched on.
	On as long as  or  is pressed	Volume is being adjusted.
	Flashing	Establishing connection to audio processor
	Fading off	SAMBA 2 GO turns off.
	On for 5 seconds, then off	Pairing with audio processor is finished.

### Several LEDs

	Flashing orange and blue	All Bluetooth phones are unpaired.
	Flashing green and blue	Searching for nearby audio processors and Bluetooth devices simultaneously.

Quick reference

Please help us to improve the quality of these instructions for use by making any suggestions. For further information regarding the use of this MED-EL product, or to report any problems, please contact:

MED-EL Elektromedizinische Geräte GmbH

Fürstenweg 77a

6020 Innsbruck

Austria

[office@medel.com](mailto:office@medel.com)

[www.medel.com](http://www.medel.com)

or call +43 5 77 88

Please refer to the accompanying Contact Sheet for your local office.









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