SURFLINK®

MOBILE

OPERATIONS MANUAL

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Terminology

Streaming/Audio streaming

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Sync

Pair

Assistive Listening Device

Directional

Omnidirectional

Bluetooth

need definitions for each of these

SurfLink Mobile Operations Manual

Introduction

The SurfLink Mobile device is designed to interface with your wireless hearing devices in multiple ways:

- As a cell phone streaming device
- As an audio streaming device from:
  - Bluetooth devices
  - Wired input connected via the micro USB port
  - SurfLink Mobile directional or omnidirectional microphones
- As a remote control to make hearing device settings adjustments

SurfLink Mobile Overview

1. On/Off Button
2. Volume Up/Down Buttons
3. Touch Screen
4. Micro USB Port
5. Built-In Microphone Ports

SurfLink Mobile Overview

Touch Screen Display

The SurfLink Mobile device incorporates a full-color display with an innovative touch screen to control all features of the device. Press and release the Touch Screen display buttons to make selections via the Touch Screen.

The taskbar at the top of the display provides information about the SurfLink Mobile device battery status as well as indication of the Bluetooth antenna On state.

When the SurfLink Mobile Bluetooth antenna is On, will display on the left end of the taskbar. When the Bluetooth antenna is Off, no symbol will display.

Status of the SurfLink Mobile rechargeable battery will be provided as follows:

- Fully charged
- 80% charged
- 60% charged
- 40% charged
- 20% charged
- <20% charged
- Charging

On/Off Button

To turn the SurfLink Mobile device **On**, press and hold the **On/Off button** until the Touch Screen display powers on.

When the SurfLink Mobile device is On, you can put the device into **Sleep Mode** by a short press and release of the **On/Off button**. In Sleep Mode, the device is still On, but the Touch Screen display is turned off. Sleep Mode can be used to prevent accidental input to the Touch Screen display as well as a way to preserve SurfLink Mobile battery life during use. SurfLink Mobile will automatically enter Sleep Mode to conserve power when no Touch Screen input is received for several minutes. To **wake** the screen, simply press and release the **On/Off button**.

To turn the SurfLink Mobile device **Off**, press and hold the **On/Off button** until the Touch Screen displays the "Powering Down" message and the device turns off.

Volume Up

To **increase the volume of sounds** coming through the wireless hearing device, press and release the **Volume Up button** on the side of the device. Continue to press and release until the desired volume is reached.

Volume Down

To **decrease the volume of sounds** coming through the wireless hearing device, press and release the **Volume Down button** on the side of the device. Continue to press and release until the desired volume is reached.

Micro USB Port

The Micro USB port is used for recharging the SurfLink Mobile rechargeable battery as well as for streaming audio from a wired input.

To **recharge** the SurfLink Mobile battery, connect the battery charging cable to the Micro USB port on the SurfLink Mobile device and attach the USB connector of the charging cable to the wall charging adaptor. Plug the wall charging adapter into a power outlet.

Note: Charging time from fully depleted to full charge is approximately 4 hours.

SurfLink Mobile Microphone Ports

SurfLink Mobile incorporates both a **Directional microphone and Omnidirectional microphone** for use in streaming audio as an assistive listening device. The Directional microphone is intended to focus primarily on a single speaker, whereas the Omnidirectional microphone can be used to pick up multiple speakers in a quiet environment. Selection of the microphones for streaming is done from the Streaming screen – see page 18 for more information.

Lanyard and Clip Accessories

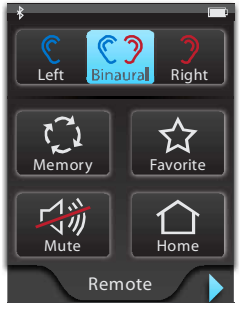
SurfLink Mobile comes with two optional accessories. Attach the belt/shirt clip or lanyard as desired to allow the SurfLink Mobile device to be worn.

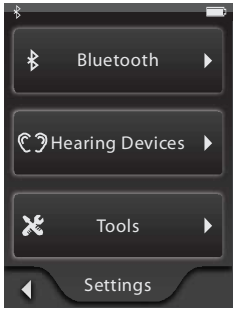
Getting Started / Set-Up

Syncing Hearing Devices with SurfLink Mobile

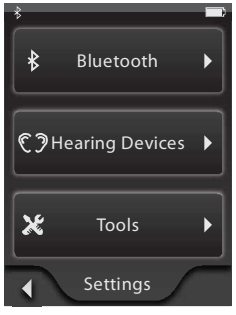
To use SurfLink Mobile with your wireless hearing devices, you must first sync the hearing devices with the device:

1. Navigate to the **Settings screen** using the navigation arrows at the bottom of the touch screen display.

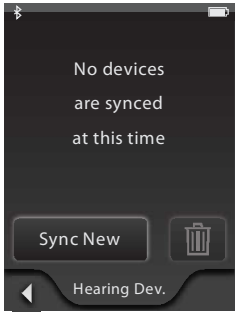




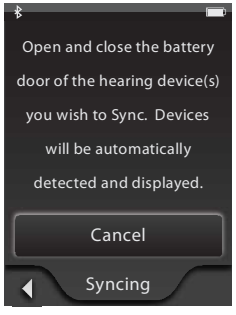
2. On the Settings screen, select **Hearing Devices.**



3. Press the **Sync New button** to put the SurfLink Mobile device into syncing mode.

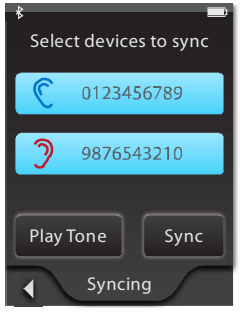


4. Follow the on-screen instructions to open and close the battery door of the hearing devices you wish to sync with SurfLink Mobile.



5. The hearing devices will be detected by SurfLink Mobile and the serial numbers will be shown on the display. Select the hearing device serial numbers and press the **Sync button** to complete the syncing process ~~and the serial numbers will be shown on the display. You can present a tone in the hearing instruments to confirm that the correct devices were detected by selecting the "Play Tone" button. Press the "Sync" button to complete the syncing process.~~

Note: When syncing is successful, you will see a success message on the SurfLink Mobile display and you will hear a sustained success tone presented through the hearing instrument.

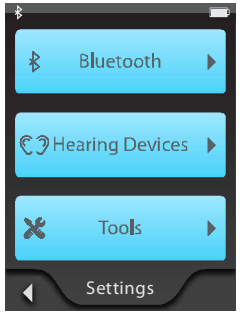


6. Your wireless hearing devices and SurfLink Mobile device will now work together as a wireless system.

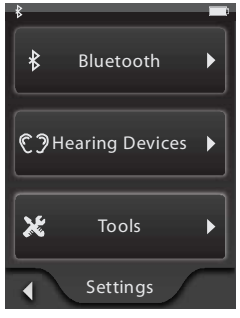
Pairing Mobile Phone with SurfLink Mobile

To stream calls from a mobile phone using SurfLink Mobile, you must first pair the mobile phone with SurfLink Mobile:

1. Navigate to the **Settings screen** using the navigation arrows at the bottom of the touch screen display.



2. On the Settings screen, select **Bluetooth.**



3. Ensure that the Bluetooth mobile phone is turned On with Bluetooth enabled and is within 30 feet/10 meters of the SurfLink Mobile device.

4. Press the Pairing Mode button in the center of the screen. This button will remain active for the duration of the Bluetooth pairing process.

5. Confirm the Bluetooth pairing from the mobile phone. If you are unsure of how to get your mobile to recognize Bluetooth devices, consult the manufacturer of your phone.

6. Once the pairing process is complete, the **Bluetooth Pairing Confirmation screen** will display on the SurfLink Mobile device.

7. Select a graphic icon to represent this device by pressing the Choose Device Label button. The recommended graphic icon is the Cell Phone graphic. Use the up/down arrows as needed to page through the list of available graphic icons.

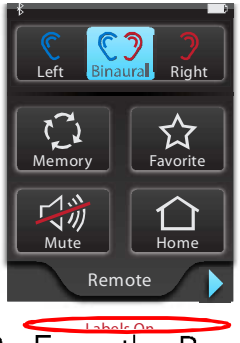
8. Once the graphic icon has been selected, the **Bluetooth Devices screen** will appear and will show the newly paired mobile phone in the list of available paired Bluetooth devices.

Operation

***Operation**: Adjusting Your Hearing Devices*

To make hearing device adjustments via SurfLink Mobile, use the Remote screen:

1. The **Remote screen** is the default screen when you power on SurfLink Mobile. This screen is also accessible from the Streaming and Phone Call screens to allow you to adjust your hearing devices while streaming audio.



2. From the Remote screen, you can make the following hearing device adjustments:

   Left / Binaural / Right Control – use these buttons to specify whether remote control adjustments will be made to a single hearing device or both hearing devices at the same time.

Volume Up / Down – make adjustments to overall volume of all sounds coming through the hearing devices.

Memory Change – cycle through the various memories that are programmed into the hearing devices.

Mute / Unmute – temporarily turn off all sound coming through the hearing devices by pressing this button. Unmute the hearing device by pressing the Mute button again.

Note: When the hearing devices are muted, pressing any button on the Remote screen will also unmute the hearing devices and perform the function of the button selected.

Favorite – select to activate the Favorite that is programmed into the hearing devices. Ask your hearing professional if your hearing device has a Favorite.

Home – reset the hearing devices to Memory 1 at the power-on volume level.

***Operation**: Streaming Phone Calls*

An incoming call is received by the paired mobile phone:

1. When SurfLink Mobile is On and an incoming call is received by the paired mobile phone, the **Incoming Call screen** will appear on the SurfLink Mobile touch screen display.

2. **Accept** the call via the SurfLink Mobile device by pressing the

button.

   Note: The call can also be answered via the paired mobile phone as well.

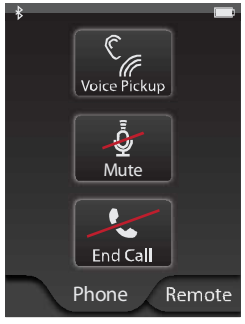
3. To **Decline** the call, either press the

button OR press any of the switches on the case of the SurfLink Mobile device.

Note: The call can also be declined via the mobile phone itself.

A phone call is in progress:

1. When an outgoing call is made from the paired mobile phone or an incoming call is accepted, the **Phone Call screen** will display on the SurfLink Mobile Touch Screen display.



2. By default, the **Hearing Device microphone**

will be used to pick up your voice for transmission back to the person on the other end of the phone call.

   Optionally, the SurfLink Mobile **Directional microphone** can be used to pickup your voice.

   Note: When using the Directional microphone, the SurfLink Mobile device should be worn within 12 inches of your mouth for optimal voice pick-up. The lanyard or clip accessories are designed to assist in this situation.

3. Use the side volume buttons to adjust the level of the mobile phone streamed audio signal.

5. To end the call, press the **End Call button.**

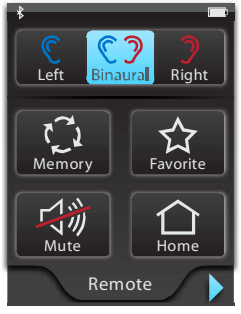
Note: The SurfLink Mobile device should be kept 1-2 meters from the hearing ~~instruments~~ during cell phone streaming.

***Operation**: Streaming Audio*

The SurfLink ~~Media~~ device can be used to stream audio wirelessly from:
- Bluetooth entertainment device
- Via wired input from an audio device
- From the SurfLink Mobile device microphones

To stream audio via SurfLink Mobile:

1. Navigate to the **Streaming screen**.



2. Select the desired streaming input at the top of the screen using the arrow buttons.

   The SurfLink Mobile **Directional Microphone** and **Omnidirectional Microphone** **Input buttons** are always available for selection.

   The **Wired Streaming Input button** will be available for selection when a wired input is detected on the SurfLink Mobile micro USB port.

   The **Bluetooth Streaming Input button** will be available for selection when the Bluetooth antenna is On, at least one Bluetooth entertainment device has been paired with SurfLink Mobile and that entertainment device is On, within range of SurfLink Mobile and is playing audio. When multiple paired Bluetooth devices are available, the Bluetooth Streaming Input button will page through the list of available paired Bluetooth devices.

3. Select **Play** to begin streaming audio from the selected input.

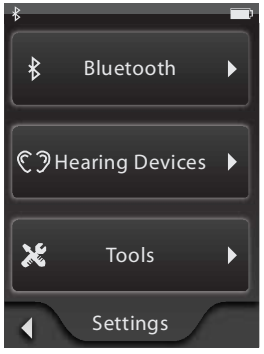
*Note: When you start a streaming session using the **Directional microphone button** and you select Play, a prompt will appear to remind you to point the SurfLink Mobile microphone toward the sounds that you want to hear.*

5. Select **Stop** to end the audio streaming session.

Note: The audio streaming from the Streaming screen operates within a 3-4 meter range of SurfLink Mobile

Settings

To customize SurfLink Mobile settings, navigate to the Settings screen:



There are three main settings options to support the following functions:

Bluetooth

- Turn the Bluetooth antenna On/Off
- Pair SurfLink Mobile with Bluetooth devices for audio streaming
- Manage paired Bluetooth entertainment devices

Hearing Devices

- Sync your hearing Devices with SurfLink Mobile

Tools

- *Brightness*
- *Language*
- *Screens*
  - **Screen Defaults**
  - **Show/Hide Streaming**
  - **Voice Pickup Options**
  - **Remote Options**
  - **About**

***Settings**: Bluetooth*

Turn the Bluetooth Antenna On/Off

1. Select **Bluetooth** from the **Settings screen**.
2. To turn the Bluetooth antenna **On**, select the button.

   The Bluetooth antenna must be On to stream audio from your paired mobile phone or Bluetooth entertainment device.
3. To turn the Bluetooth antenna **Off**, select the button.

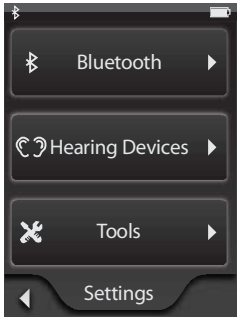
   The Bluetooth antenna should be Off if:

   - You do not wish to stream audio from your paired mobile phone or Bluetooth device
   - You wish to conserve SurfLink Mobile battery life
   - You are traveling on an airplane or are in an area in which wireless signals are not permitted.

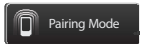
Settings

Pairing SurfLink Mobile with a Bluetooth entertainment device:

1. Select **Bluetooth** from the **Settings screen**.



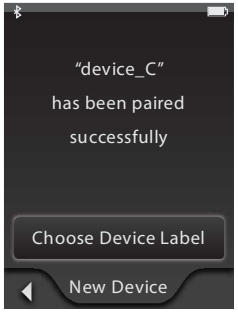
2. Ensure that the Bluetooth device with which you want to pair the SurfLink Mobile is turned On and is within 30 feet/10 meters of the SurfLink Mobile device.

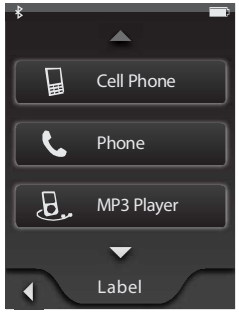
3. Press the **Pairing Mode button** 

in the center of the screen. This button will remain active for the duration of the Bluetooth pairing process.

4. Confirm pairing to SurfLink Mobile from the Bluetooth device. Some Bluetooth devices require that you enter the PIN of the device being paired; the SurfLink Mobile Bluetooth PIN is 0000.

5. Once the pairing process is complete, choose a graphic icon to label the device by pressing the **Choose Device Label button.**





7. Once the graphic icon has been selected, the **Bluetooth Devices screen** will show the newly paired Bluetooth entertainment device in the of paired Bluetooth devices.

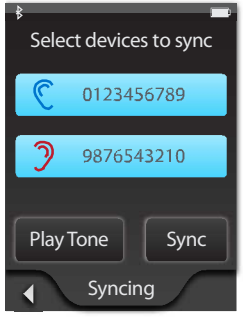
Manage Paired Bluetooth Devices

1. Select **Bluetooth** from the **Settings screen.**
2. Select the **Devices button** to view the list of paired Bluetooth devices.
3. Select the device you want to manage.

3. Select the **Change List Order button** to move the device in the list using the up/down arrows.
4. Select the **New Label** button to choose a different graphic for the selected device. Once the label has been selected, the graphic will appear next to the device name in the list of paired devices.
5. Select the button to **Delete** the device pairing and remove the device from the list.

***Settings**: Hearing Devices*

1. Select **Hearing Devices** from the **Settings screen** to view the serial numbers of the synced wireless hearing ~~instruments~~.

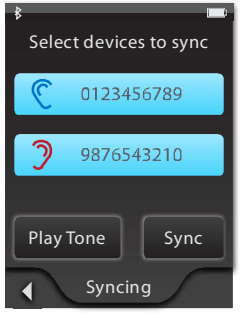


2. To delete a synced hearing device, press the **Delete button.**
3. To sync SurfLink Mobile with new hearing devices and overwrite existing hearing device syncing, select the **Sync New button** to put the SurfLink Mobile device into syncing mode.

Note: SurfLink Mobile can be paired with one right and one left hearing device at a time.

4. Open and close the battery door of the hearing ~~instruments~~ you wish to sync with SurfLink Mobile.

5. The hearing devices will be detected by SurfLink Mobile. Select the hearing device serial numbers and press the **Sync button** to complete the syncing process.



6. The wireless hearing devices and SurfLink Mobile device will now work together as a wireless system.

Settings: *Tools*

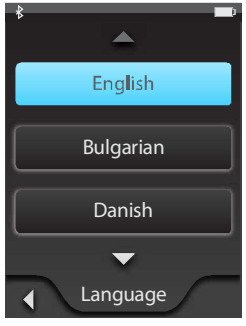
Brightness

1. Select **Brightness** from the **Settings screen** to adjust the touch screen display brightness.

2. Select the + or − buttons to adjust the display brightness.
3. Select **OK** to accept Touch Screen display brightness adjustments.
4. Select **Cancel** to reject adjustments and continue with previous brightness settings.

Language

1. Select **Language** from the **Settings screen.**

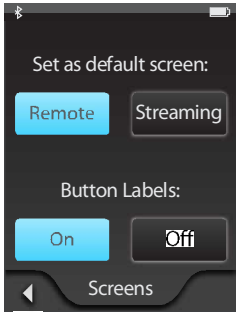


2. Choose the desired language version from the list of 14 available language translations.
3. Select **OK** to accept the new language selection.
4. Select **Cancel** to reject the change and continue with the previous language selection.

Screens

Screen Defaults

1. Select either the **Remote** Remote **or Streaming** Streaming **screen** as the default screen when the SurfLink Mobile device is powered On.

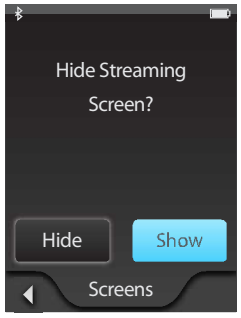


2. The selected default screen will show as active/ highlighted in blue. SurfLink Mobile comes with the Remote screen set as the default screen.

3. For English language version only:

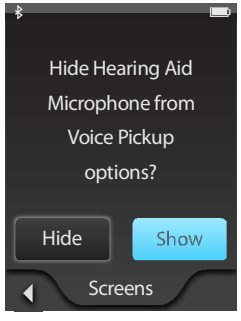
Select button labels to be On On or Off Off. SurfLink Mobile comes with the button labels defaulted On.

Show/Hide Streaming



Select either Hide Hide or Show Show to have the Streaming screen included in the screen navigation or not.

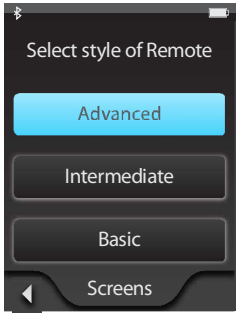
Voice Pickup Options



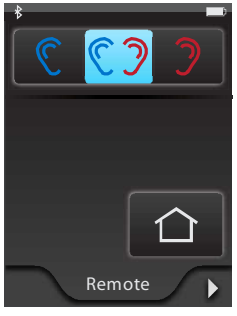
Select Hide Hide or Show Show to have the hearing aid microphone as an available option for Voice Pickup on the Phone Call screen. SurfLink Mobile comes set with Show as the default.

Note: It is recommended to Hide the Hearing Aid Microphone option when syncing SurfLink Mobile with a hearing device that uses a 10A battery.

Remote Options



Choose Advanced, Intermediate or Basic functions for the Remote screen by selecting the appropriate button. SurfLink Mobile comes set with Advanced as the default.



Basic

Intermediate

Intermediate

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

Instructions for Disposal of Old Electronics

Starkey encourages, and your local community laws may require, that your [CPED] be disposed of via your local electronics recycling/ disposal process.

The below instructions are provided for the benefit of disposal/ recycling personnel. Please include this manual with your device when disposing of your [CPED].

For Disposal/Recycling Personnel Only

This product contains a lithium Ion Polymer battery.
To remove this battery

- Remove the 2 screws on the back of the device
- Slide the bottom plate up slightly to separate the top from the bottom
- Unplug the battery and tape the connector end to prevent accidental shorting
- Pry the battery away from the back plate using a wide flat blade

FCC ID: EOA-WR
IC: 6903A-WR

FCC Notice
This device complies with part 15 of the FCC rules and
with RSS-210. Operation is subject to the following two conditions: (1) This device may not cause harmful

ıg

FPO

[EC] [REP]

essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained from the addresses below.

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0673

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United Kingdom

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84934-007 5/11 BKLT0248-00-EE-XX Rev. A