

Your StarLink Edge TV Streamer User Manual



Accessory for:

Bluetooth® Low Energy Audio-enabled hearing aids

P00006052

Congrats on your new TV Streamer!

Your TV Streamer is designed to stream audio from various electronic audio sources — *like televisions, computers, MP3 players, DVD players, and cable boxes* — directly to your wireless hearing aids.

It can simultaneously stream audio to an unlimited number of users, allowing them to share the same listening experience.

Use this simple manual to get started.

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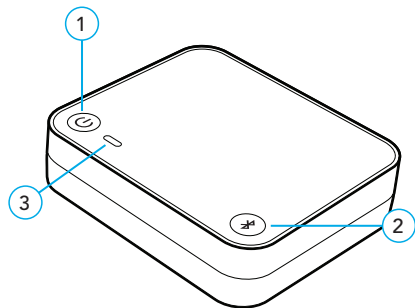
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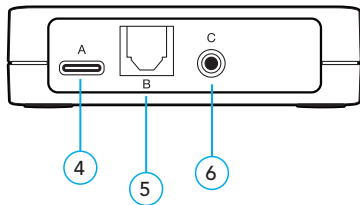
Meet your TV Streamer

Overview

- 1. Power button**
Turns the TV Streamer **OFF/ON**.
- 2. Pair button**
To pair your hearing aids.
- 3. Indicator light**
Provides operational status of the TV Streamer.
- 4. Power supply jack (USB-C)**
For the power adapter.
- 5. Optical TOSLINK jack**
For the Optical TOSLINK cable.
- 6. Analog jack**
For the 3.5mm-to-RCA cable.



Back of TV Streamer



Set up your TV Streamer

Power ON/OFF

When plugged in, a white indicator will blink for 4 seconds and then it will glow solid. Your TV streamer is powered on.

Use the power button to turn your TV streamer **ON** or **OFF**:

- **ON** – press the power button. Release when the indicator light glows white.
- **OFF** – press the power button. A red indicator will light up for 2 seconds and then turn off.

To pair with hearing aids

Before using your TV Streamer for the first time, you'll need to pair it with your hearing aid(s). This allows your accessory to recognize your hearing aids so they can work together.

STEP 1: Turn ON your TV Streamer

STEP 2: Turn your hearing aids OFF and ON.

- **For CROS hearing aid systems:** Turn **OFF** your hearing aid and CROS transmitter. Next, turn **ON** your hearing aid but leave the CROS transmitter **OFF**.

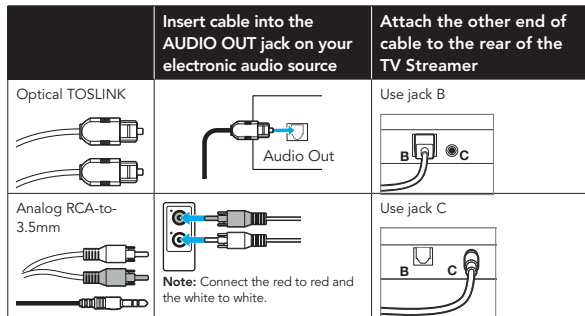
STEP 3: Pair your TV Streamer with your hearing aid(s):

1. Ensure your hearing aids are not connected to nearby Bluetooth® devices:
 - Turn **OFF** Bluetooth on your mobile phone.
 - Turn **OFF** any wireless accessories already paired to your hearing aids.

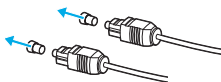
2. Place your hearing aids within 6 inches (15 cm) of your TV Streamer. Next to, but not on top of your TV streamer.
3. Press the **Pair** button on the TV Streamer. The indicator light will begin to blink green.
 - **NOTE:** *Audio streaming will be temporarily stopped during this step.*
4. The green light will turn solid for 2 seconds, for each hearing aid, when pairing is successful.

To connect your TV Streamer to an electronic audio source

There are several ways to attach an audio source to your TV Streamer. Carefully look at your electronic audio source (e.g., a television, computer, MP3 player, DVD player, or cable box) to determine which AUDIO OUT options it has.

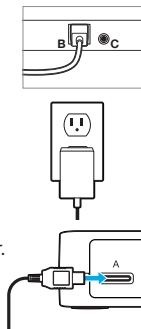


1. Remove the plastic caps from both ends of the optical TOSLINK cable.
2. Attach the optical TOSLINK cable into the audio OUT jack on your electronic audio source. Power ON your electronic audio source.



- **NOTE:** *If there is no TOSLINK audio OUT jack on your electronic audio source, try a different electronic audio source or try the 3.5mm-to-RCA cable.*

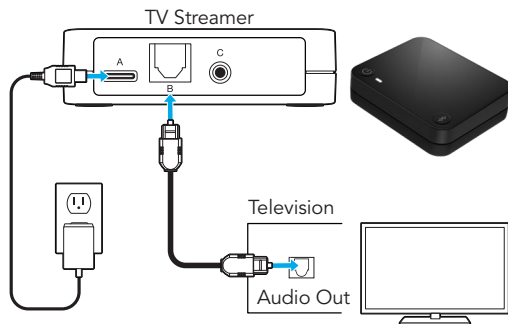
3. Attach the other end of the optical TOSLINK cable into the optical TOSLINK jack on the back of the TV Streamer.
4. Plug the power adapter into the wall.
5. Insert the power adapter into the power supply jack on the back of the TV Streamer.



6. Your TV Streamer is ready to go!
7. Turn on your TV and start the TV stream to your hearing aids in the My Starkey app, with a user control (if your professional set one up,) or with your Remote Control favorite button.
8. The LED will illuminate blue during streaming.



Typical setup



Done! Head to the next page to start using your TV Streamer.


Use your TV Streamer

STEP 1: Check that your hearing aids are ON.

Before streaming audio for the first time, ensure your hearing aids are paired to your TV Streamer. See p. 6.

STEP 2: Turn on your TV Streamer (white LED can be seen)

STEP 3: Do one of the following to start/stop stream:

- **Hearing aid mobile app:** Open the app on your mobile phone or tablet. Select the option to start/stop streaming from **Accessories** screen.
- **Wireless Remote:**
If configured by your hearing care professional,  press the Favorite button.
- **Hearing aid user control:**
If configured by your hearing care professional, a specific gesture (e.g., a long press or a double tap on a user control) can start/stop streaming.

Reminder – Audio streaming will stop when an incoming audio signal (i.e. phone call) is detected.

Use your TV Streamer with Bluetooth Low Energy (LE)

Audio-enabled hearing aids

STEP 1: Turn on your TV Streamer.

STEP 2: Navigate to the Auracast™ broadcast locator screen on your Bluetooth LE Audio-enabled device (i.e., smartphone, computer, etc.)

STEP 3: Select the TV streamer from the list of available streams. The TV streamer has a unique name which can be located on the bottom of the TV Streamer (i.e. TV-XXXXXX)

STEP 4: When prompted by your LE Audio device, enter the Broadcast code, also located on the bottom of the TV Streamer, to access the stream.

- **NOTE:** Audio will stream automatically and can be controlled via your LE Audio Smartphone.

Indicator light

The indicator light identifies how your TV Streamer is currently operating:

Indicator light status	Operational status
Blinking white	When plugged in
Solid white	ON and not streaming
Blinking green to green	Pairing/paired
Blinking green to red	Pairing unsuccessful; See p. 6
Solid blue	Streaming
Solid Red (2 secs)	Powering down
No indicator light	OFF

Troubleshooting guide

Problems with your TV Streamer? Try these tips. If issues continue, contact your hearing care professional.

Symptom	Possible Causes	Solutions
One (or both) hearing aids unexpectedly drops out of audio streaming.	Hearing aids may be on the edge of wireless range.	Move closer to the TV Streamer.
	Connection Error	Turn your hearing aid OFF and then ON
	Battery level in hearing aid can no longer support audio streaming.	Replace hearing aid battery with new one.
	The TV Streamer may not be positioned for optimal streaming.	Re-orient the TV Streamer spatially by turning a few degrees to right or left.
	Large object, such as furniture or a wall, may be degrading signal.	For best performance, your hearing aids should be within line-of-sight of the TV Streamer.

Symptom	Possible Causes	Solutions
Indicator light is solid blue, but no streamed sounds are heard in the hearing aids.	Hearing aids are not within wireless range.	Move closer to the TV Streamer.
	Audio stream needs to be manually started to be heard in hearing aids.	Manually start the audio stream via your hearing aid mobile app, wireless Remote, or hearing aid user control.
	Hearing aids are not paired with the TV Streamer.	See <i>Pair with hearing aids</i> on p. 6.
I expect to hear audio streaming, but my indicator light is solid white.	Audio cable may be connected to "audio IN" on electronic audio source.	Ensure the cable is plugged into "audio OUT" jack on the electronic audio source.
	No incoming audio signal is available.	Turn on the electronic audio source.
	Electronic audio source output is not correct format.	Set the digital output on your electronic audio source to PCM or Dolby Audio.

Symptom	Possible Causes	Solutions
Streamed audio is not synchronized with the television picture.	Many new televisions (such as HDTVs) take a long time to process the video signal, so they may delay the audio to maintain synchronization.	<ul style="list-style-type: none"> Try using another audio output jack (which may require a different type of cable) on your television. Try using another electronic audio source. For example, if currently using cable box, try the audio OUT on a television or vice versa. Some electronic audio sources (such as televisions or A/V receivers) have a built-in option to adjust the timing sequence of audio and video.
Buzzing sound when streaming from the TV streamer.	Your power cord is plugged in to your audio source.	If you power the device from the TV you must use the optical cord.

Additional guidance

Intended use

The TV Streamer is an accessory to a 2.4 GHz wireless air conduction hearing aid. It is intended as a wireless transmitter of sound from a television or other electronic audio source directly to an air conduction hearing aid.

The TV Streamer is designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, it is still possible that you may experience interference caused by power line disturbances, airport metal detectors, electromagnetic fields from other medical devices, radio signals and electrostatic discharges.

The TV Streamer is designed to be cleaned with a damp cloth moistened with soapy water.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your TV Streamer might cause interference with your medical device, please contact your physician or the manufacturer of your medical device for information about the risk of disturbance.

Your TV Streamer should not be used during an MRI procedure or in a hyperbaric chamber or other oxygen-rich environments.

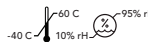
Your TV Streamer is not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories.

Use on Aircraft

Your TV Streamer should not be used on aircraft unless specifically permitted by the flight personnel.

International Use

Your TV Streamer is approved to operate at a radio frequency that is specific to your country or region and might not be approved for use outside your country or region. Be aware that operation during international travel may cause interference to other electronic instruments, or other electronic instruments may cause interference to your TV Streamer.

 The TV Streamer should be stored and transported within the temperature and humidity ranges of -40°C (-40°F) to +60°C (140°F) and 10%- 95% relative humidity, and altitude limits 70 kPa – 106 kPa (equivalent to altitudes from 1,200 ft (380 m) below sea level to 10,000 ft (3,000 m).

The TV device is designed to operate indoors in the range of temperatures from 0°C (32°F) to 40°C (104°F).

Clinical Benefit

The accessory itself does not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the parent device (wireless hearing aids) to achieve their intended purpose.

We are required by regulations to provide the following warnings:

⚠ WARNING: Use of the TV Streamer directly next to other electronic equipment should be avoided because it could result in improper performance. If such use is necessary, note as to whether your hearing aids and the other equipment are operating normally.

⚠ WARNING: Use of accessories, components or replacement parts other than those provided by the manufacturer of the TV Streamer could result in increased electromagnetic emissions and decreased electromagnetic immunity and could result in degradation of performance.

⚠ WARNING: If Portable Radio Frequency communications equipment is used closer than 30 cm (12 inches) from your TV Streamer, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

Although the TV Streamer is not formally certified (IP rated) for protection against dust or water ingress, per IEC 60529, it has been tested to the IP 5X level. This means that the TV Streamer is protected from dust.

The TV Streamer does not contain any user-serviceable parts. Do not open or modify it.

Do not connect the TV Streamer to any devices not described in this manual.

The expected service life of the TV Streamer is 5 years.

Wireless Technical Description

StarLink Edge TV Streamer operates in the 2.4- 2.4835 GHz band with a maximum effective radiated power of 21 dBm (North America), 10 dBm (rest of world) with transmission modulation type of GFSK and 2 MHz bandwidth. The receiver section of the radio has a bandwidth of 2 MHz.

The TV Streamer has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated and conducted emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- Harmonic distortion and voltage fluctuations affecting the power input source as stated in Table 2 of IEC 60601-1-2.
- RF radiated immunity at a field level of 10 V/m between 80 MHz and 2.7 GHz as well as higher field levels from communications devices as stated in Table 9 of IEC 60601-1-2.
- Immunity to power frequency magnetic fields at a field level of 30 A/m and to proximity magnetic fields as stated in Table 11 of IEC 60601-1-2.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.
- Immunity to electrical fast transients on the power input at a level of +/- 2 kV at a 100 Hz repetition rate.
- Immunity to surges on the power input of +/- 1 kV line to line.

- Immunity to conducted disturbances induced by RF fields on the power input as stated in Table 6 of IEC 60601-1-2.
- Immunity to voltage dips and interruptions on the power input as stated in Table 6 of IEC 60601-1-2.

EU ADVERSE EVENT REPORTING

Any serious incident that has occurred in relation to your devices should be reported to your local Starkey representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device user manual/labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

FCC information

WIRELESS NOTICES

FCC ID:EOA-24TVE

IC: 6903A-24 TVE (Models 810 and 811)

This device complies with part 15 of the FCC rules and with ISED Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device. FCC and ISED Canada require that this device be kept at least 8 inches (20 cm) from a person's body.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Hereby, Starkey Laboratories, Inc. declares that StarLink Edge TV Streamer is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. A copy of the Declaration of Conformity can be obtained from the following addresses and from docs.starkeyhearingtechnologies.com.

Hereby, Starkey Laboratories, Inc. declares that the StarLink Edge TV Streamer is in compliance with the UK Radio Equipment Regulations SI 2017 as amended. A copy of the UK Declaration of Conformity can be obtained from the following addresses and from docs.starkeyhearingtechnologies.com.

Regulatory information

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Waste from electronic equipment must be handled according to local regulations



Consult user manual




















Keep dry

Instructions for Disposal of Old Electronics

Starkey Laboratories, Inc. encourages, the EU requires, and your local community laws may require, that your TV Streamer be disposed of via your local electronics recycling/disposal process.

Please include this user manual when disposing of your TV Streamer.

Symbol	Symbol Meaning	Applicable Standard	Symbol Number
	Manufacturer	BS EN ISO 15223-1:2021	5.1.1
	Authorized representative in the European Community	BS EN ISO 15223-1:2021	5.1.2
	Date of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Catalogue Number	BS EN ISO 15223-1:2021	5.1.6
	Serial Number	BS EN ISO 15223-1:2021	5.1.7
	Medical Device	BS EN ISO 15223-1:2021	5.7.7
	Keep Dry	BS EN ISO 15223-1:2021	5.3.4
	Temperature Limit	BS EN ISO 15223-1:2021	5.3.7
	Humidity Limitation	BS EN ISO 15223-1:2021	5.3.8
	Caution	BS EN ISO 15223-1:2021	5.4.4
	General warning sign	EC 60601-1, Reference no. Table D.2, Safety sign 2	ISO 7010-W001
	Refer to instruction manual/booklet	EC 60601-1, Reference no. Table D.2, Safety sign 10	ISO 7010-M002
	Collect Separately	DIRECTIVE 2012/19/EU (WEEE)	Annex IX
	Class II equipment	IEC 60417 Reference no. Table D.1	Symbol 9 (IEC 60417- 5172)
	Regulatory Compliance Mark (RCM)	AS/NZS 4417.1:2012	N/A
	Giteki Mark	Japanese Radio Law	N/A
	Direct current	IEC 60601-1 Reference no. Table D.1	IEC 60417-5031
	Recycling Symbol	European Parliament and Council Directive 94/62/EC	Annex I-VII



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Patent: www.starkey.com/patents