

# TRULINK<sup>®</sup>

REMOTE CONTROL

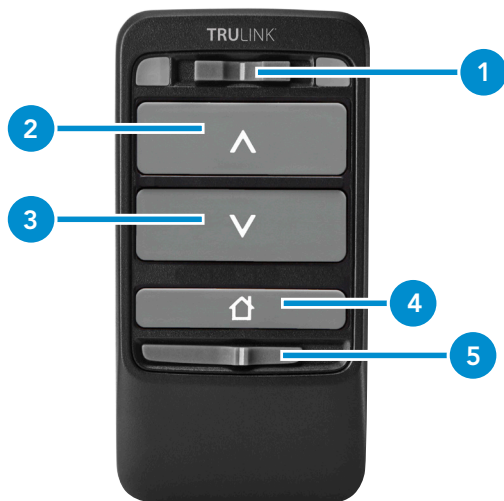


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OPERATIONS MANUAL

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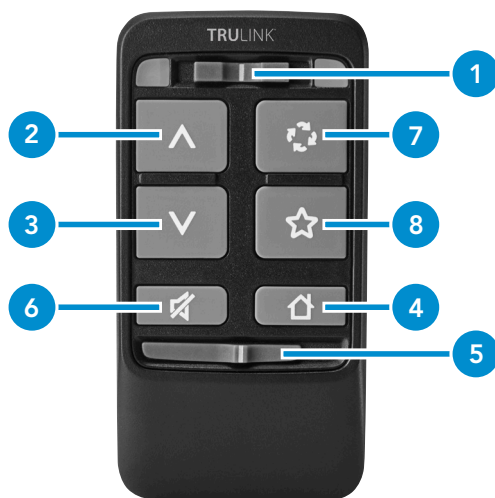
## BASIC MODEL



TruLink® Remote allows for easy and discreet adjustments to your hearing instruments.

With its long battery life, your TruLink Remote is always ready to work with your hearing instruments.

## ADVANCED MODEL



- 1. Ear Selection Switch
- 2. Volume Up
- 3. Volume Down
- 4. Home
- 5. Lock/Unlock

### ***Advanced Model Only***

- 6. Mute/Unmute
- 7. Memory Change
- 8. Favorite

## Pairing Process

For TruLink Remote to interact with your hearing instrument(s), you must first pair the remote with each hearing instrument. You only need to pair one time, as they should automatically recognize each other when both are powered on and within wireless operating range.

You can pair TruLink Remote with a monaural (one) hearing instrument or binaural hearing instruments (pair). To cancel pairing mode on TruLink Remote, simply move the lower switch from Unlock (left) to Lock (right) position.

To start using TruLink Remote:

1. Move lower switch from Lock (right) to Unlock (left) position



2. Insert battery and close door on hearing instrument(s), and place within 12 inches of TruLink Remote



3. Press and hold the HOME button for 5 seconds



4. After 5 seconds, both LEDs start rapidly blinking



5. For **Binaural** Hearing Instruments (pair):

- If the left LED becomes solid blue for 2+ seconds and right LED becomes solid red for 2+ seconds, then the binaural pairing was successful. Otherwise, repeat steps 2 – 5.

For a **Left Monaural** Hearing Instrument:

- If the left LED becomes solid blue for 2 seconds, then the monaural pairing was successful. Otherwise, repeat steps 2 – 5.

For a **Right Monaural** Hearing Instrument:

- If the right LED becomes solid red for 2 seconds, then the monaural pairing was successful. Otherwise, repeat steps 2 – 5.

6. To verify your setup, pressing the Volume Up or Volume Down button should cause a hearing instrument volume adjustment

## Ear Selection Switch



The Ear Selection Switch controls whether adjustments are made to a single hearing instrument or both hearing instruments.

**Binaural Hearing Instruments:** To adjust both hearing instruments at the same time, the Ear Selection Switch should be positioned in the center.

**Monaural Hearing Instrument:** The Ear Selection Switch is ignored for monaural hearing instruments, as TruLink Remote always sends the appropriate left-side or right-side command.

## LED



The blue LED blinks when a button press command is sent to the left hearing instrument. Similarly, the red LED blinks for the right hearing instrument.

## Volume Up/Down



Each time you press a Volume button, the overall level of all sounds coming through your hearing instrument changes in the selected direction (either up or down).

## Home



To reset your hearing instruments to memory one and the default volume level, press the Home button.

## Lock/Unlock



To make adjustments to your hearing instruments, the TruLink Remote should be in the Unlock state. When not using your TruLink Remote, you can lock it to prevent inadvertent hearing instrument changes.

**TIP** – To extend its battery life, place the TruLink Remote into a Locked state when not in use.

## Mute/Unmute



To temporarily turn off all sounds presented by the hearing instruments, press the Mute/Unmute button. To unmute the hearing instruments, press the button again.

**NOTE:** When the hearing instruments are muted, selecting any button will unmute the hearing instruments as well as perform the function of the button selected.

## Memory Change



Your hearing professional may create multiple memories within your hearing instrument. These additional memories can be accessed by pressing the Memory Change button, which will cycle through the available memories.

## Favorite



Your hearing instruments have the following Favorite button configuration:

- **None** – Pressing this button has no effect on hearing instruments.
- **Comfort Boost** – Pressing this button reduces noise while optimizing sound quality in noisy environments. Press button again to deactivate this feature.
- **Jump to Memory 4** – Pressing this button moves the hearing instrument to memory four.
- **Tinnitus Stimulus On/Off** — Pressing this button starts (or stops) playing a tinnitus stimulus through your hearing instruments.

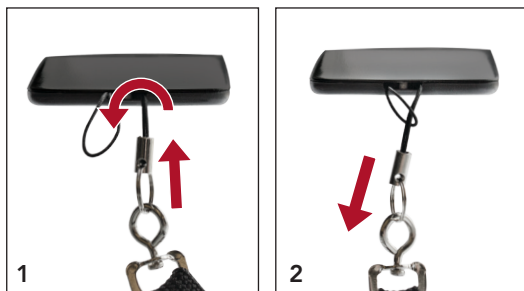
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**NOTE:** Some of these features may not be available in all hearing instruments.

## Lanyard (optional)

1. Insert thin cord into end of TruLink Remote housing until loop is exposed.
2. Thread lanyard through loop and pull lanyard.

**NOTE:** Lanyards can be obtained from your hearing professional (ask for part #90974-000).



## TROUBLESHOOTING

Symptom / Issue	Possible Cause	Possible Remedy
LEDs do not illuminate when button is pressed.	TruLink Remote is in locked state.	Move lower switch from Lock (right) to Unlock (left) position.
LEDs illuminate, but hearing instruments do not respond to a button press.	After moving lower switch to Unlock position, it may take a brief time to wirelessly "locate" your hearing instruments.	Wait for about a second after unlocking before pressing a button.
	Hearing instruments are not paired with TruLink Remote.	Perform pairing process with your hearing instruments and TruLink Remote.
	Battery level in hearing instrument can no longer support wireless activity.	Install new hearing instrument battery.
Binaural hearing instruments fail to pair with Remote.	Less than two hearing instruments were found during pairing process.	During pairing process, make sure both hearing instruments are available.
Only one hearing instrument is receiving commands.	Ear selection switch is in the left or right position.	Move ear selection switch to center (both) position.

# Regulatory Notices

## Required Information



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

## Instructions for Disposal of Old Electronics

Starkey Hearing Technologies encourages, and your local community laws may require, that your TruLink Remote 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 TruLink Remote.

## For Disposal/Recycling Personnel Only

This product contains a Lithium Ion Polymer battery. To remove this battery:

- Pry apart the housing halves with a small screwdriver.
- Unplug the battery connector from the circuit board to prevent accidental shorting.
- Pry the battery away from the housing using a wide flat blade.

## Intended Use

The TruLink Remote is an accessory to a wireless air conduction hearing instrument. It is intended to let a user remotely make volume and program adjustments to an air conduction hearing instrument.

TruLink Remote is classified as a Type B applied part under the IEC 60601-1 medical instrument standard.

TruLink Remote 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.

TruLink Remote 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 TruLink Remote 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. TruLink Remote should not be used during an MRI procedure or in a hyperbaric chamber. TruLink Remote is not formally certified to operate in explosive atmospheres such as may be found in coal mines or certain chemical factories.

## Use on Aircrafts

TruLink Remote should not be used on aircrafts unless specifically permitted by the flight personnel.

## International Use

TruLink Remote is approved to operate at radio frequencies that are 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 with other electronic devices, or other electronic devices may cause interference with your TruLink Remote.

The battery in your TruLink Remote is not replaceable. Do not attempt to replace the battery.

The TruLink Remote is designed to the following temperature ranges:

- Operating: -20 to +60 degrees C (-4 to 140 degrees F), humidity < 95% non-condensing
- Storage: -40 to +60 degrees C (-40 to 140 degrees F)

We are required by regulations to provide the following warnings:

**WARNING:** Use of the TruLink Remote 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 instruments and the other equipment are operating normally.

**WARNING:** Use of accessories, components or replacement parts other than those provided by the manufacturer of the TruLink Remote 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 TruLink Remote, degradation of the performance of your hearing instrument could result. If this occurs, move away from the communications equipment.

## Wireless Technical Description

The TruLink Remote operates in the 2.4 - 2.4835 GHz band with a maximum effected radiated power of 3dBm with transmission modulation type of 1M06F1W. The receiver section of the radio has a bandwidth of 2 MHz.

The TruLink Remote has been tested to, and has passed, the following emissions and immunity tests:

- IEC 60601-1-2 radiated emissions requirements for a Group 1 Class B device as stated in CISPR 11.
- 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.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

The TruLink Remote Control has a rating of IP 5X per IEC 60529. This means that the TruLink Remote Control is protected from dust.

The TruLink Remote Control does not contain any user-serviceable parts. Do not open or modify this device.

Do not connect the TruLink Remote Control to any external device.

The expected service life of the TruLink Remote Control is 3 years.



## FCC/IC Information

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FCC ID: EOA-24WR  
IC: 6903A-24WR (Model 600)

### FCC/IC Notice

This device complies with part 15 of the FCC rules and with Industry Canada's 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.

**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.

### Note FCC/IC

Cet appareil est conforme à la partie 15 des règles de la FCC et avec les normes RSS de licence d'Industrie Canada. Le fonctionnement est soumis à deux conditions: (1) Cet appareil ne doit pas causer d'interférences nuisibles et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences qui peuvent causer des fonctionnements du dispositif.

**NOTE:** Le manufacturier n'est pas responsable de l'interférence créée par la modification de cet équipement lors de l'écoute du téléviseur ou de la radio. De telles modifications pourraient entraîner la révocation de l'autorité de l'utilisateur à opérer cet équipement.

Hereby, Starkey Hearing Technologies declares that the TruLink Remote 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 addresses below and from [docs.starkeyhearingtechnologies.com](https://docs.starkeyhearingtechnologies.com)

Starkey Hearing Technologies  
6600 Washington Ave. South  
Eden Prairie, MN 55344 USA

EC	REP
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Wm. F. Austin House, Bramhall Technology Park  
Pepper Road, Hazel Grove, Stockport SK7 5BX  
United Kingdom



The following symbols are used in this document and on the TruLink Remote:

This device produces and receives radio frequency energy. Interference may occur in the vicinity of equipment marked with the following symbol.



Dispose of properly



## Notes

[illegible]

## Notes

[illegible]

