

Your StarLink Remote Control User Manual



Accessory for:
Wireless hearing aids

Congrats!

You're about
to enhance
your hearing
experience.

You've got a Remote Control.

Enhanced control. Easy adjustments.

Your StarLink Remote enhances the control you have over your hearing aids with easy and discreet adjustments. And allows you to connect with the world around you.

Use this simple manual to get started.

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Get to know your Remote Control

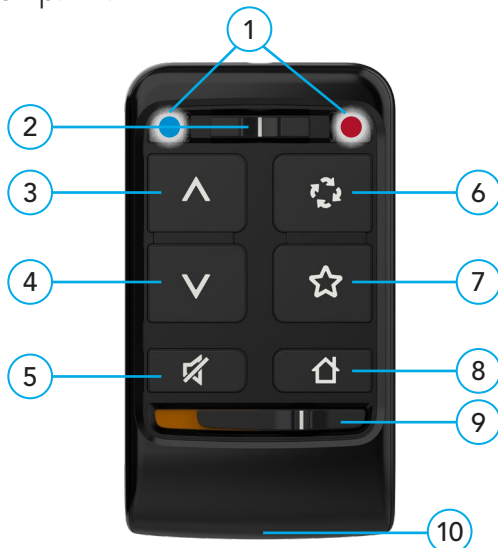
- Meet your Remote
- Set up your Remote
- Use your Remote

Meet your Remote

Overview

1. Indicator lights
2. Ear Selection switch
3. Volume up
4. Volume down
5. Mute/Unmute
6. Memory Change
7. Favorite
8. Home
9. Lock/Unlock switch
10. Lanyard (optional) housing

For more details, see *Use your Remote* on p. 11.



Set up your Remote

To pair with hearing aids

Before using your Remote 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: Put Lock/Unlock switch in Unlock position (to the left).

STEP 2: Turn your hearing aids OFF and ON.

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

STEP 3: Pair your Remote with your hearing aid(s):

1. Place your hearing aids within 12 inches of your Remote.
2. Press and hold the **Home** button for 5 seconds until both light indicators (blue and red) start rapidly blinking.

Set up your Remote

3. For a **set** of hearing aids:
 - **Successful pairing:** Both blue (left) and red (right) indicator lights become solid for 2+ seconds.
 - **Unsuccessful pairing:** Indicator lights do not become solid for 2+ seconds. Repeat STEP 1 and 2.
4. For a **single** hearing aid:
 - **Successful LEFT hearing aid pairing:** Blue (left) indicator light becomes solid for 2+ seconds. If not, repeat STEP 1 and 2.
 - **Successful RIGHT hearing aid pairing:** Red (right) indicator light becomes solid for 2+ seconds. If not, repeat pairing process.
5. Check for successful setup by pressing the **Volume up** or **Volume down** button and confirming the hearing aid volume adjusts accordingly.

Use your Remote

Your Remote allows for easy and discreet adjustments to your wireless hearing aids using the following buttons and switches. For the location of each button or switch on your Remote, see *Meet your Remote* on p. 8.

Indicator lights

The blue (left) light blinks when a



button press command is sent to the left hearing aid. The red (right) light blinks when a button press command is sent to the right hearing aid.

Ear Selection switch

This switch controls if adjustments are made to one hearing aid or both hearing aids.

- **Set of hearing aids:** To adjust both hearing aids at the same time, position the switch in the center.

Set of hearing aids



Left



Right



- **Single hearing aid:** The switch is ignored, as the Remote always sends the appropriate left or right-side command.

Use your Remote

Volume up and Volume down



The volume buttons perform a slightly different function depending on a short press or long press of the buttons.

- **Short press:** The overall level of all sounds coming through your **hearing aid microphone** changes in the selected direction (either increases ^ or decreases v).
- **Long press:** If streaming audio from a wireless accessory, the audio stream volume changes in the selected direction (either increases ^ or decreases v).

Mute/Unmute



By pressing this button, you will temporarily turn off or on the sounds coming through your hearing aid microphone.

- When hearing aids are muted, selecting any other button will unmute the hearing aids, as well as perform the function of the selected button.

Use your Remote

Memory Change



Your hearing care professional may create multiple memories within your hearing aid. By pressing this button, you can access and cycle through the available memories.

Favorite



Your hearing care professional can set a Favorite configuration for you. By pressing this button, you can easily access that specific configuration.

- If no Favorite configuration has been set, pressing this button will have no effect on your hearing aids.

Home



This will reset your hearing aids to memory one and the default volume level.

Use your Remote

Lock/Unlock switch

Use this switch to either make an adjustment to your hearing aids, or to prevent unintended hearing aid changes.

- **Locked position**

(left): Move switch to the left when not using your Remote. Keeping your Remote locked can also help extend the battery life.



- **Unlocked position**

(right): Move switch to the right to adjust your hearing aids.



Lanyard (optional) housing

1. Insert thin cord on lanyard into end of the Remote lanyard housing until loop is exposed.



2. Thread lanyard through loop and pull lanyard.



Troubleshooting guide

Troubleshooting guide

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

Symptom	Possible causes	Solutions
Indicator lights do not illuminate when button is pressed.	The Remote is in locked state.	Move Lock/Unlock switch from Lock (right) to Unlock (left) position.
Indicator lights illuminate, but hearing aids 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 aids.	Wait for about a second after unlocking before pressing a button.
	Hearing aids are not paired with the Remote.	Perform pairing process with your hearing aids and Remote. See <i>To pair with hearing aids</i> on p. 9.
	Battery level in hearing aid can no longer support wireless activity.	Install new hearing aid battery.
Set of hearing aids fail to pair with the Remote.	Less than two hearing aids were found during pairing process.	During pairing process, make sure both hearing aids are available.
Only one hearing aid is receiving commands.	Ear Selection switch is in the left or right position.	Move Ear Selection switch to center (both) position.

Additional guidance

- [Intended use](#)
- [FCC information](#)
- [Regulatory information](#)

Intended use

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

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

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

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.

Use on Aircrafts

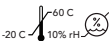
The Remote Control should not be used on aircrafts unless specifically permitted by the flight personnel.

International Use

The Remote Control 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 Remote Control.

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



Your Remote Control is designed to operate within the temperature range of -20°C to +60°C (-4°F to 140°F), relative humidity range of 10%-95%, 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)).

Your Remote Control is designed to be transported within the temperature range of -40°C (-40°F) to 60°C (140°F), relative humidity range of 10%-95%, 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)).

Intended use

We are required by regulations to provide the following warnings:

⚠ WARNING: Use of the Remote Control 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 Remote Control 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 Remote Control, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

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

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

Do not connect the Remote Control to any external device.

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

Wireless Technical Description

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

The Remote Control 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.
- 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.

EU ADVERSE EVENT REPORTING

Any serious incident that has occurred in relation to your device 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-24WR
IC: 6903A-24WR (Model 610)

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.

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 the Remote Control 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 Remote Control 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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William F. Austin House
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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 Remote Control 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 when disposing of your Remote Control.

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.
- Cut the battery wires from the circuit board to prevent accidental shorting.
- Pry the battery away from the housing using a wide flat blade.

Such modifications could void the user's authority to operate the equipment.

Regulatory information

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

Notes

[illegible]



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Patent: www.starkey.com/patents