

# Your StarLink Remote Control 2.0 User Manual



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Accessory for:

Wireless hearing aids

**P00002572**

## Congrats on your new Remote Control 2.0!

Use this helpful manual to get to know your new Remote Control – and enhance the control you have over your hearing aids with easy and discreet adjustments.

### Table of contents

#### 1. Get to know your Remote Control 2.0

Meet your Remote.....	3
Set up your Remote.....	4
Use your Remote.....	6
Troubleshooting guide.....	11

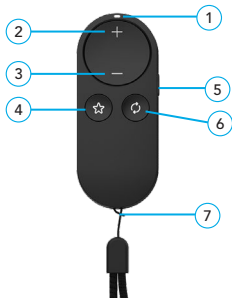
#### 2. Additional guidance

Intended use.....	13
FCC information.....	16
Regulatory information.....	17

## Meet your Remote

### Overview

1. Indicator light
2. Volume up
3. Volume down
4. Favorite
5. Lock/Unlock switch
6. Program Change
7. Lanyard (included accessory)



## 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.

**NOTE:** *Turn off Bluetooth on your phone before pairing your remote and hearing aids. Turn on Bluetooth on your phone after pairing is complete.*

### STEP 1: 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 2: Pair your Remote with your hearing aid(s):

1. Place your hearing aids within 6 inches of your Remote.
2. Press and hold the **Favorite** button for 5 seconds until the indicator light starts rapidly blinking.
3. For a **set** of hearing aids or for a **single** hearing aid:
  - **Successful pairing:** Indicator light becomes solid for 2 seconds.
  - **Unsuccessful pairing:** Indicator light does not become solid for 2 seconds. Repeat STEP 1 and 2.
4. Check for successful setup by pressing the **Volume up** or **Volume down** button and confirming the hearing aid volume adjusts accordingly.

## Use your Remote

### Indicator light

The indicator light illuminates when a button press command is sent to the hearing aid(s).

### Volume up and Volume down



Pressing the volume up button will increase the volume of your hearing aid(s).

Pressing the volume down button will decrease the volume of your hearing aid(s).

**NOTE:** *When you are streaming audio to your hearing aid(s), the volume buttons control the volume of the audio stream.*

### Program Change



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

### Favorite



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

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

## Lock/Unlock switch

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

- **Locked position (down):**

Move switch down to lock your Remote. Keeping your Remote locked will prevent unintended changes and can also help extend the battery life.



- **Unlocked position (up):**

Move the switch up to adjust your hearing aids.

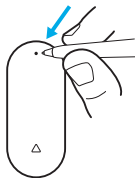


## Lanyard (included accessory)

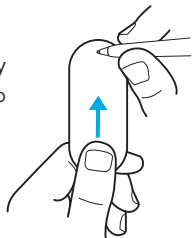
The lanyard can be worn around the wrist to keep your Remote secure.

## Battery

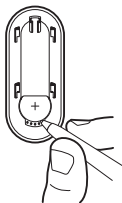
1. Insert a pointed object into the pinhole.



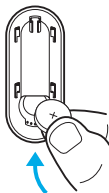
2. Slide the battery door upwards to open it.



3. Remove the used battery.



4. Insert the new battery (CR 2032).



5. Slide the battery door downwards to close it.



## Troubleshooting guide

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

Symptom	Possible causes	Solutions
Indicator light does not illuminate when button is pressed.	The Remote is in locked state.	Move Lock/Unlock switch from Locked (down) to Unlocked (up) position.
Indicator light illuminates, but hearing aids do not respond to a button press.	After moving Lock/Unlock switch to Unlocked position, it may take a brief time to wirelessly "locate" your hearing aids.	Wait for about a second after unlocking before pressing a button.

Symptom	Possible causes	Solutions
Indicator light illuminates, but hearing aids do not respond to a button press.	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. 4.
	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.

Symptom	Possible causes	Solutions
Hearing aids out of sync, i.e. one streaming, the other is not	Remote control command missed by one hearing aid	Press and hold the Program button for 2 seconds, the Program, Volume will reset and stream will stop
		Power cycle the hearing aids.

## Intended use

The Remote Control 2.0 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 2.0 is classified as a Type B applied part under the IEC 60601-1 medical instrument standard.

The Remote Control 2.0 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 2.0 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 2.0 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 2.0 should not be used during an MRI procedure or in a hyperbaric chamber. The Remote Control 2.0 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.

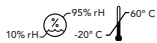
### Use on Aircrafts

The Remote Control 2.0 should not be used on aircrafts unless specifically permitted by the flight personnel.

### International Use

The Remote Control 2.0 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 2.0.

 Your Remote Control 2.0 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 2.0 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)).

We are required by regulations to provide the following warnings:

**⚠ WARNING:** Use of the Remote Control 2.0 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 2.0 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 2.0, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

The Remote Control 2.0 has a rating of IP 52 per IEC 60529. This means that the Remote Control 2.0 is protected from dust.

Do not connect the Remote Control 2.0 to any external device.

The expected service life of the Remote Control 2.0 is 3 years.

#### Wireless Technical Description

Starkey Laboratories, Inc. Remote Control 2.0 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 2.0 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 2.0 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](http://starkeyhearingtechnologies.com).

Hereby, Starkey Laboratories, Inc. declares that the Remote Control 2.0 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](http://starkeyhearingtechnologies.com).

## Regulatory information

For service or repair, please contact your hearing care professional first. If necessary, you can send your hearing aids to:

 **Starkey Laboratories, Inc.**  
6700 Washington Ave. South  
Eden Prairie, MN 55344 USA  
www.starkey.com



Starkey Laboratories  
(Germany) GmbH  
Weg beim Jäger 218-222  
22335 Hamburg  
Germany

UK Authorised Representative:  
Starkey UK  
William F. Austin House  
Pepper Rd, Hazel Grove  
Stockport SK7 5BX, UK  
www.starkey.co.uk



















Waste from electronic equipment must be handled according to local regulations



Consult user manual



Keep dry

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)
	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](http://www.starkey.com/patents)