

# SURFLINK

REMOTE CONTROL

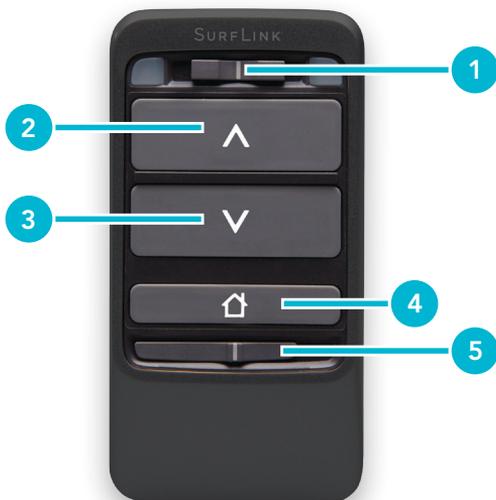


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OPERATIONS MANUAL

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## BASIC MODEL



SurfLink Remote allows for easy and discreet adjustments to your hearing aids.

With its long-life battery, your SurfLink Remote is always on and ready to work with your hearing aids.

## 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

## Ear Selection Switch



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

To adjust both hearing aids at the same time, the Ear Selection Switch should be positioned in the center. To adjust a single hearing aid, place the Ear Selection Switch to the Left or Right position indicating the hearing aid to be changed.

## LED



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

## Volume Up/Down



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

## Home



To reset your hearing aids to memory one and the powered-on volume level, press the Home button.

## Lock/Unlock



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

## Mute/Unmute



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

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

## Memory Change



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

## Favorite



Your hearing aids have the following Favorite button configuration:

- None** – Pressing this button has no effect on hearing aids.
- Stop/Start Audio Stream** – Pressing this button starts (or stops) audio streaming from SurfLink Media.
- Noise Control 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 aid to memory four.
- Tinnitus Stimulus On/Off** – Pressing this button starts (or stops) playing a tinnitus stimulus through your hearing aids.

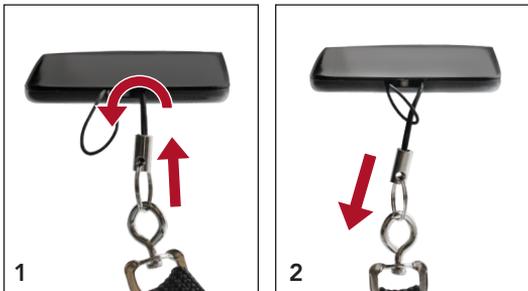
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**NOTE:** Some of these features may not be available in all hearing aids.

## Lanyard (optional)

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

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



## 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 SurfLink 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 SurfLink 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 SurfLink Remote 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.

SurfLink Remote is classified as a Type B applied part under the IEC 60601-1 medical device safety standard.

SurfLink 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.

If you use other medical devices or wear implantable medical devices such as defibrillators or pacemakers and are concerned that your SurfLink 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.

SurfLink Remote should not be used during an MRI procedure. The SurfLink Remote is designed for the following temperature ranges:

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

### Use on Aircrafts

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

### International Use

SurfLink Remote 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 with other electronic devices, or other electronic devices may cause interference with your SurfLink Remote.

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

We are required by regulations to provide the following warnings:

**WARNING:** Use of the SurfLink 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 aids and the other equipment are operating normally.

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

The SurfLink Remote has a rating of IP 5X per IEC 60529. This means that the SurfLink Remote is protected from dust. The SurfLink Remote does not contain any user-serviceable parts.

Do not open or modify this device.

Do not connect the SurfLink Remote to any external device.

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

## WIRELESS TECHNICAL DESCRIPTION

SurfLink Remote contains a radio transmitter utilizing GFSK modulation. The North American version of SurfLink Remote operates in the 902-928 MHz band with maximum effective radiated power of -3.7 dBm with transmission modulation type of 360KFXD. The European version of SurfLink Remote operates in the 863-865 MHz frequency band with a maximum effective radiated power of -10 dBm with transmission modulation type of 360KFXD. SurfLink Remote does not contain a receiver.

This hearing aid model 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 communication 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.

Hereby, Starkey Hearing Technologies declares that the products listed above are 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 on page 14 and from [docs.starkeyhearingtechnologies.com](http://docs.starkeyhearingtechnologies.com)

## FCC/IC Information

FCC ID: EOA-WR  
IC: 6903A-WR (Model 100)

### FCC/IC Notice

This device complies with part 15 of the FCC rules and with ISED 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 se conforme à la partie 15 des règles de la FCC et avec les normes RSS de licence d'Industrie Canada. L'utilisation est assujettie à deux conditions: (1) Cet appareil ne doit pas causer d'interférence nuisible et (2) ce dispositif doit accepter l'interférence reçue incluant l'interférence qui pourrait causer des opérations indésirables pour l'appareil.

**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.



Surflink is a registered trademark of Starkey Laboratories, Inc.