Thank you

Thank you for choosing the Unitron uStream. At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

The intended use of uStream is to receive inputs from different Bluetooth® devices and transmit them wirelessly to your hearing aids. Virtually any Bluetooth enabled audio device such as mobile phones or MP3-players are supported. Enjoy speech and music from other multimedia devices, such as computers, TV or music players. uStream can also be used as a remote control to adapt your hearing aids to different listening situations.

Please note that your hearing healthcare professional must configure your uStream before it can be used as a remote control for your hearing aids.

Your uStream

Hearing healthcare professional: _______________
_________________________________________________________________
Telephone: _________________________________
Serial number of uStream: _________________
Warranty: __________________________________
Date of purchase: _________________________

The uControl™ app can be downloaded at the App Store and Google play. Search for Unitron and select uControl.
Quick reference

Charging uStream

Indicator light
Solid red - charging
Solid green - fully charged
Red blink - low battery
No light - battery drained
Solid pink - demo sound
Solid blue - streaming
Blue short blink - 1 device connected
Blue double blink - 2 devices connected
Blue rapid blink - pairing

On/Off

Wearing uStream

Bluetooth pairing

Table of contents

Your uStream at a glance ........................................................... 2
Setting up the power supply ...................................................... 4
Charging the uStream .............................................................. 5
Turning the uStream on and off .................................................. 6
Summary of indicator lights ....................................................... 7
Wearing the uStream correctly ................................................... 9
Operating distance ................................................................. 9
Button lock function ............................................................. 10
Testing sound via the uStream ................................................. 11
Access button functionality .................................................... 12
Spoken notifications ............................................................. 12
uControl app ............................................................................. 13
Using uStream as a remote control for your hearing aid .......... 14
Using uStream with a mobile phone ........................................ 16
Advanced phone options ....................................................... 23
Using uStream with an audio device ........................................ 27
Using uStream with uTV 3 ....................................................... 30
Using uStream with uMic ......................................................... 33
Managing multiple audio inputs to the uStream ...................... 36
Deleting the pairing of Bluetooth devices ............................... 38
Troubleshooting guide .......................................................... 39
Warnings .................................................................................. 47
Information and explanation of symbols ................................. 53
Compliance information .......................................................... 55
Patient feedback ...................................................................... 57
Additional notes ....................................................................... 58
Your uStream at a glance

Buttons
1  Access (A)
2  Volume up/down (+/−)
3  On/Off switch (I/O)

Inputs
4  Microphone openings
5  Charging input (mini-USB)

Others
6  Indicator light
7  Eyelet for lanyard
8  Retaining clip

Accessories
9, 10  Universal power supply with mini-USB plug
11-14  US, EU, UK, AUS adapter

Included country adaptors may vary by country.
Setting up the power supply

Select the adapter that corresponds to your country.

US  EU  UK  AUS

1. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.

2. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.

To remove the power adapter:

1. Pull back the tab on the universal power supply and hold.

2. Gently pull the adapter upwards to remove it.

Charging the uStream

Your uStream has a non-removable rechargeable battery.

To charge it:

1. Plug the larger end of the charging cable into the universal power supply. Plug the smaller end plug into the mini-USB port on uStream.

2. Plug the power supply into a power outlet. During charging, the indicator light is red and when the battery is fully charged, the indicator light turns green.

It is safe to leave the uStream connected to the charger overnight.

When charging your uStream for the first time, let it charge for at least three hours.

uTV™ 3 can also be used as a charging station for uStream.
Turning the uStream on and off

Slide the power switch (I/O) as shown to turn the uStream on or off.

Switch the uStream off when not in use or if in storage or during transportation.

For operational use switch the uStream on.

Summary of indicator lights

The indicator light provides helpful information as follows:

<table>
<thead>
<tr>
<th>Indicator light</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Charging</strong></td>
<td>Solid red</td>
</tr>
<tr>
<td><strong>Charged and full battery</strong></td>
<td>Solid green</td>
</tr>
<tr>
<td><strong>Switching on</strong></td>
<td>Green 2 seconds</td>
</tr>
<tr>
<td><strong>Switching off</strong></td>
<td>Solid red two seconds</td>
</tr>
<tr>
<td><strong>Battery above 10%, normal operation</strong></td>
<td>Slow blink green</td>
</tr>
<tr>
<td><strong>&lt;10% battery, charging required (at least two hours)</strong></td>
<td>Short blink red**</td>
</tr>
<tr>
<td><strong>Battery dead, charging required (at least two hours)</strong></td>
<td>No light after switching on</td>
</tr>
<tr>
<td><strong>Enable/disable lock state</strong></td>
<td>Short blink red (lock) or short blink green (unlocked)</td>
</tr>
<tr>
<td><strong>Bluetooth phone or music streaming</strong></td>
<td>Solid blue</td>
</tr>
</tbody>
</table>
## Wearing the uStream correctly

Before any phone, music or TV streaming can take place, insert your hearing aids into your ears and turn them on.

1. Switch uStream on.
2. Clip it securely onto your clothing. For best results, keep the uStream 20 cm (8”) from your mouth. Do not exceed a distance of 40 cm (16”).

⚠️ To prevent scratching sounds, do not cover uStream with clothing during phone calls.

### Operating distance

- Optimum distance 20 cm/8”
- Maximum distance 40 cm/16”

---

| One Bluetooth device connected | Short blink blue | 🔴🔴🔴 |
| Two Bluetooth devices connected | Double-blink blue | 🔴🔴🔴🔴 |
| Bluetooth pairing | Rapid blue blinking | 🔴🔴🔴🔴🔴 |
| Demo sound playing | Solid pink | 🔴 |

### Battery state

The color of the power indicator informs you about the uStream battery state.

The green indicator light indicates a battery level > 10%.

The red indicator light indicates a battery level < 10%. Less than one and a half hours streaming remain and the battery should be charged for at least two hours.
**Button lock function**

The buttons on your uStream can be locked to avoid inadvertent presses. Press and hold the volume up and volume down (↑↓) buttons simultaneously to lock or unlock the buttons. The indicator light will flash red three times to indicate that the buttons have been locked. Press and hold the volume up and volume down (↑↓) buttons simultaneously again to unlock the buttons. The indicator light will flash green three times to indicate that the buttons have been unlocked.

When locked, the indicator light will triple blink and you may hear a triple beep through the hearing aids each time a button is pressed. You will still be able to answer an incoming telephone call using the access (A) button while it is locked.

- In a locked state, the indicator light will stop blinking.
- The key symbol on the back of uStream reminds you of the lock function.

**Testing sound via the uStream**

1. Wear the uStream correctly.
2. Press and hold the access (A) button while switching on the device. Release the access button. The indicator light will turn pink. The hearing aids will switch to the streaming mode and you will hear the uStream sound demo.

Use the volume (↑↓) buttons to adjust the volume.

The sound demo will stop after three minutes or when the access button is pressed. Adjusting the volume during the sound demo will also set the volume level of the spoken uStream messages.

If you cannot hear the sound demo, please see the troubleshooting guide.
Access button functionality

The access button has multiple functions:

- **Phone**: Manages telephone functions such as accepting and ending phone calls. See the section “Using uStream with a smartphone or cell phone” for more information.
- **Streaming**: Pauses and resumes the streaming from an audio device.
- **Remote control**: can be used to select the hearing aid programs.

Spoken notifications

Spoken notifications inform you about the different operation modes and status of the uStream using text-to-speech, for example low battery.

Your hearing healthcare professional can configure the language setting as well as which notifications are spoken.

- **Caller identification is independent of the spoken notifications level.**
- **Spoken notifications must be enabled by your hearing healthcare professional.**

uControl app

The uControl is a smartphone app which offers quick and easy volume and program adjustments.

It also provides:

- individual left and right volume control
- additional program controls
- easy Bluetooth pairing
Using uStream as a remote control for your hearing aid

Before the remote control functionality can be used, your hearing healthcare professional must enable the remote control.

If uStream is used as a handheld remote control, the maximum distance to the hearing aids is 55 cm/22”.

Hold the uStream as shown.

Volume change

Press the (±) volume buttons on the uStream to adjust the volume of your hearing aids:

- Press (↑) to increase volume
- Press (↓) to decrease volume

Adjusting the volume on the uStream will have the same effect as adjusting the volume of the hearing aids.

Program change

Use the access (A) button to change hearing aid listening programs.

Changing hearing aid programs is only possible if no streaming is in progress.

More remote control information

- Your hearing aids may beep to confirm that your selection was applied.
- Both hearing aids are controlled at the same time.
- The available hearing aid programs and volume levels are set by your hearing healthcare professional.
Using uStream with a mobile phone

If you have a mobile phone equipped with Bluetooth functionality (e.g. iPhone, Android phone) uStream may be used to stream phone conversations wirelessly to your hearing aids allowing you to hear the callers voice directly in your hearing aids. uStream picks up your voice through its own microphone and streams it to your phone.

During phone calls, the access (A) button provides a range of features that help you manage your calls.

Pairing your mobile phone

1. Enable Bluetooth on your phone settings menu.
2. Starting with the uStream in the off position, press and hold the (A) button and turn the uStream on. The blue audio indicator will flash.
3. Enable Bluetooth paring mode on your phone so that a new device can be added. See manufacturer instructions for details. If prompted, enter “0000” for pairing code.
4. If prompted, accept request to grant uStream access to your phone book. This is used for voice calling and caller ID features.
5. After successful pairing, the blue audio indicator on the uStream will stop blinking.

Once pairing is done, your phone and uStream should pair automatically.

Please contact your hearing healthcare professional if you can not complete the pairing procedure with the steps described.
To receive phone calls your phone must support either the Bluetooth “Head Set” (HSP) or “Hands Free” (HFP) profile. When pairing to your phone, it may ask you which Bluetooth service you want to enable. Select “Headset” or, if available, “Stereo Headset.”

To access caller ID features, your phone must support the Phone Book Access Profile (PBAP)

When pairing to a cellular phone, we recommend disabling the phone key tones and SMS alerts.

To listen to stereo music from your phone, it must support the A2DP/“Stereo Headset” profile.

Preparing for phone calls

During phone calls with uStream, ensure your phone is within 5-10 m (15-30 ft) to ensure a reliable connection and ensure the uStream is clipped securely to your clothing within 40 cm of your hearing aids.

Making phone calls

Use the phone keypad on your phone to enter the number and press the phone dial button to initiate the call. Depending on the phone, you may hear the dial tone.

Speak into the microphone on the uStream – not the phone. In noisy environments, you may find that moving the uStream closer to your mouth will make it easier for the caller to hear your voice.

Make minor volume adjustments with the uStream volume buttons (+/−).

Incoming calls

The uStream must be switched on, paired to the phone and worn correctly.

When a call is received on your phone, the uStream audio indicator will show a solid blue light, and you will hear the ringtone signal through your hearing aids.
Accepting incoming calls
To accept an incoming call, briefly press the access (A) button on your uStream once you hear the ringtone through your hearing aids. It will take about five seconds before you hear the ringtone through your hearing aids.

Speak into the uStream, not into the phone, when the call is in progress.

For your safety, the hearing aid microphones will remain on at reduced levels during phone calls and audio streaming.

Only one phone call at a time is possible. A second ringing phone is ignored while another call is already connected.

Ending a call
To end a phone call via your uStream, briefly press the access (A) button. The call will terminate and your hearing aids will return to the previously-active program or audio source (such as the audio jack input).

You can also end a call by operating your phone instead of your uStream.

Different ringtones of the uStream
The phone ringtone depends on the uStream configuration and your phone capabilities.

The ringtone is assigned automatically during the initial phone pairing process and cannot be configured.

When pairing more than one phone, the second and third paired phone will have a different
Advanced phone options

Your hearing healthcare professional may configure the following additional features on uStream. They will be assigned to a long press (two seconds) of the access (A):

- **Redial last number**
  A long press of the access (A) button will redial the last dialed number.

- **Voice dial**
  A long press of the access (A) button will start the voice dial which allows you to speak the person’s name instead of typing the number.

- **Dial preferred number**
  A long press of the access (A) button will dial a pre-defined number.

---

ringtone. A total of three different ringtones are automatically assigned.

The uStream will also announce the caller name as shown on the phone display (caller identification using text-to-speech technology). The name is taken from your phone’s directory.

<i> Please note that this feature must be supported by your phone. Please consult the phone user guide or the phone supplier for more information.

The default language setting of a new uStream is US English. Your hearing healthcare professional may configure the appropriate language setting for proper pronunciation of the names. Your hearing healthcare professional may switch the caller identification off upon your request.

<i> When using two phones at the same time, only the last paired phone can be used for voice dial.

<i> Please note that this feature must be supported by your phone. Please consult the phone user guide or the phone supplier for more information.

Rejection of a call

If you prefer not to answer an incoming call, press and hold the access (A) button on your uStream for two seconds until the ringtone stops. Using your phone to reject the call will have the same effect.
Hold call
While in a phone conversation, a long press of the access (A) button will put the call on hold. The caller stays on the line but there is no audio transfer and the hearing aids switch to the previous hearing program. Use this mode to have a side conversation with a person next to you without transmitting the conversation to the person on the phone.

Transfer call
While in a phone conversation, a long press of the access (A) button will transfer the call to the phone. This allows you to hand your phone to another person. Your hearing aids will switch back to the previous hearing program.

After holding or transferring a call, another long press of the access (A) button transfers the call back to the uStream and the call is resumed through your hearing aids.

As long as the call is on hold or transferred, you may use the access (A) button to change your hearing aid programs again.

Caller identification, spoken caller names
The uStream may be able to tell you the name of the caller.

If your phone supports Phone Book Access (PBA) or Phone Book Access Profile (PBAP), the uStream will try to access information about the caller every time the phone rings.

As the phone rings, the displayed information is transferred to the uStream and spoken through your hearing aids as follows:

- The stored name in your phone’s phonebook. In the example, you will hear “Mike Office”
- The phone number, if the name is not known

To make sure the pronunciation is correct your hearing healthcare professional can configure the language settings of your uStream.

The phonebook is not downloaded to the uStream. This way, uStream can also support the use of different phones.
Using uStream with an audio device

Streaming music via Bluetooth

If you have an audio playback device equipped with Bluetooth functionality (e.g. MP3 player or computer), uStream may be used to stream audio wirelessly to your hearing aids.

Pairing your audio device

1. Enable Bluetooth on your device/phone.
2. Starting with the uStream in the off position, press and hold the ( blindly ) button and turn the uStream on. The blue audio indicator will flash.
3. Enable Bluetooth paring mode on your device so that a new device can be added. See manufacturer instructions for details. If prompted, enter “0000” for pairing code.
4. After successful pairing, the blue audio indicator on the uStream will stop blinking.

Please consult your phone’s user guide or the phone dealer to check whether this feature is supported by your phone.

Some hearing aid models do not support caller identification.

Caller identification must be enabled by your hearing healthcare professional.
Playing audio from your device
1. Begin playback on your device.
2. Adjust the volume level on the device to a medium to high level.
3. Make minor volume adjustments with the uStream volume buttons (+/-).

Pausing playback
If you want to temporarily stop streaming to hear a conversation, press the (A) button to pause the streaming. Press the (A) button again to resume streaming.

Stopping playback
To stop playback on your device and switch back to regular hearing programs, press and hold the access (A) button for two seconds.

Note: uStream streaming time is four hours with a fully charged battery.
Note: During streaming, uStream cannot be used as a hearing aid remote control. Press and hold the access (A) button (two seconds) to stop the Bluetooth stream completely.

Note: Please refer to the device’s user guide or dealer support if you cannot complete the pairing procedure with the generic steps described.
Using uStream with uTV 3

If you have a uTV 3, you can:

- Stream audio from your TV up to 30 m (90 ft.) to your hearing aids
- Recharge your uStream in the charging cradle

Charging your uStream on the charging cradle

1. Ensure the uTV 3 has the correct charging cradle for the uStream – see uTV 3 manual for details.
2. Ensure the uTV 3 is turned on and place the uStream into the charging cradle.
3. Allow two hours for a full charge.

Pairing uTV 3 to uStream (not required for uTV 3 + uStream bundle)

1. Turn on the uTV 3 and press the pair button on the back of the uTV 3.
2. Starting with the uStream in the off position, press and hold the (button and turn the uStream on. The blue audio indicator will flash.
3. After successful pairing, the blue audio indicator on the uStream and the uTV 3 will stop blinking.

Playing back audio from your TV

1. Begin playback on your TV.
2. Adjust the volume level on the uTV 3 to a medium to high level.
3. Make minor volume adjustments with the uStream volume buttons ( and ).
Pausing playback
If you want to temporarily stop streaming to hear a conversation, press the (A) button to pause the streaming. Press the (A) button again to resume streaming.

Stopping playback
To stop playback on your device and switch back to regular hearing programs, press and hold the access (A) button for two seconds.

- Changing hearing aid programs is not possible while streaming.
- Please contact your hearing healthcare professional if you can not complete the pairing procedure with the steps described.
- To listen to stereo music from your device, it must support the A2DP/”Stereo Headset” profile.
- uStream is capable of streaming up to four hours with a fully charged battery.

Using uStream with uMic
If you have a uMic, you can:
- Stream audio from a person or device.
- hearing aid wearer
- speaker

Pairing uMic to uStream
1. Starting with the uMic in the off position, press and hold the (++) button and turn the uMic on. Continue to hold the (++) button until the blue audio indicator flashes.
2. Starting with the uStream in the off position, press and hold the (++) button and turn the uStream on. The blue audio indicator will flash.
3. After successful pairing, the blue audio indicator on the uStream and uMic will stop blinking.

**Playing back audio from your uMic**

1. Clip the uMic to a person, or position it near a sound source such as a speaker or television
2. Adjust the volume level on the uMic to a medium to high level
3. Make minor volume adjustments with the uStream volume buttons (+, -).

**Pausing playback**

If you want to temporarily stop streaming, press the (a) button to pause the streaming. Press the (a) button again to resume streaming.

**Stopping playback**

To stop playback on your device and switch back to regular hearing programs, press and hold the access (a) button for two seconds.

📖 Changing hearing aid programs is not possible while streaming.

📖 Please contact your hearing healthcare professional if you can not complete the pairing procedure with the steps described.

📖 uStream is capable of streaming up to four hours with a fully charged battery.
Managing multiple audio inputs to the uStream

When an audio source is connected via the uStream, your hearing aids will automatically switch to special streaming programs.

It is possible to have two Bluetooth audio sources connected.

Spoken status indicators and the indicator light inform you about the connected inputs.

A phone call always has priority. You will hear the ringtone even when listening to other audio sources. If you reject or terminate the call, audio streaming will resume.

It is not possible to change hearing aid programs using the access (A) button as long as any audio source is connected to the uStream.

If you want to listen to music from your connected mobile phone, you must start the music via your phone initially; it cannot be started from the uStream.

Selecting from multiple inputs using the uStream

With only one audio source (e.g., from a Bluetooth transmitter), each press of the access (A) button will pause or resume the audio source. You can completely stop the music by pressing and holding the access (A) button for two seconds. It must be re-started using the music device.

Multiple sound sources can be accessed sequentially by pressing the access (A) button. After each press, the uStream selects the next connected source in a fixed sequence.

If a source is not connected, the uStream will skip over it and proceed to the next source.

Every connected audio source has a fixed place in the sequence, as shown in the diagram.
Deleting the pairing of Bluetooth devices

If you encounter issues with one of the paired devices, or if a device stops connecting to your uStream, you may consider deleting the pairing of devices to the uStream.

1. Turn on your uStream while pressing the volume up (+) button.
2. Release the volume up (+) button only after ten seconds when the rapidly blue blinking indicator light turns green.
3. Also delete the uStream pairing entries on your mobile phone before any re-pairing.
4. Repeat the pairing procedure.

Deleting the pairing of Bluetooth devices removes the ability to connect to these devices. You will need to perform the pairing process again if you wish to reconnect.

Troubleshooting guide

<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>During Bluetooth pairing my other device is prompting for a code, what do I have to enter?</td>
<td>The uStream pairing code is “0000” (four zeros)</td>
</tr>
<tr>
<td>The pairing code is required for the initial coupling of uStream with your Bluetooth device (pairing)</td>
<td></td>
</tr>
<tr>
<td>I hear intermittency during audio streaming via uStream</td>
<td>Do not to exceed the maximum distance 5-10 m (15-30 ft) and keep Bluetooth devices in front of you</td>
</tr>
<tr>
<td>The Bluetooth device is too far away, or worn in a back pocket (body shielding)</td>
<td>After two minutes, uStream will stop searching and the intermittency will stop</td>
</tr>
<tr>
<td>uStream searches for known devices for two min after switching on</td>
<td></td>
</tr>
<tr>
<td>A phone connected to other devices, such as a PC, may not be able to continuously stream music</td>
<td>When using your Bluetooth phone as music player, disconnect it from other devices, such as PCs</td>
</tr>
<tr>
<td>Cause</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The volume of the music or phone is too loud or too quiet</td>
<td>To change the volume of the phone or any other sound source to uStream, first use the volume button of that external device, then make minor adjustments with the uStream</td>
</tr>
<tr>
<td>Different audio sources have different outputs</td>
<td>I have difficulties understanding the phone conversation in a noisy environment</td>
</tr>
<tr>
<td>I have difficulties understanding the phone conversation in a noisy environment</td>
<td>Reduce the environmental noise by pressing the volume down button for two seconds and then use the phone volume button to increase the phone volume</td>
</tr>
<tr>
<td>The caller can hear me but I cannot hear the caller</td>
<td>The call was transferred to your phone</td>
</tr>
<tr>
<td>The call was transferred to your phone</td>
<td>Make sure the call is transferred back to uStream via the phone menu or long press of the access (A) button</td>
</tr>
<tr>
<td>The caller can hear me but I cannot hear the caller</td>
<td>Some phones, when accepting the call through the phone button, don’t use uStream</td>
</tr>
<tr>
<td>The caller can hear me but I cannot hear the caller</td>
<td>Always accept the call by pressing the access (A) button</td>
</tr>
<tr>
<td>uStream is no longer recognized by the phone or other Bluetooth device to which it was previously paired</td>
<td>Cause</td>
</tr>
<tr>
<td>Two minutes after no device was found, uStream stops seeking devices to save power</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>The devices are too far away from each other</td>
<td>Bring devices within one meter of each other and try again</td>
</tr>
<tr>
<td>uStream can be paired to a maximum of six different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings</td>
<td>Repeat the pairing between uStream and the Bluetooth device which was over-written</td>
</tr>
<tr>
<td>Pairing was deleted</td>
<td>Repeat the pairing between uStream and the Bluetooth device which was deleted</td>
</tr>
<tr>
<td>I am not streaming but the hearing aids keeps switching between streaming and the normal hearing aid program</td>
<td>Cause</td>
</tr>
<tr>
<td>Your phone sends sounds to uStream due to incoming SMS or mails</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>Phone key tones are switched on</td>
<td>Switch off phone key tones via your phone menu</td>
</tr>
<tr>
<td>Disable the system sounds for reminders, alarms, SMS, etc. via your phone menu</td>
<td>I am not streaming but the hearing aids keeps switching between streaming and the normal hearing aid program</td>
</tr>
<tr>
<td>Cause</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I hear my phone’s key-press tones in my hearing aids</td>
<td>Deactivate key-press and confirmation tones on your phone. Please refer to the phone’s user guide</td>
</tr>
<tr>
<td>The key-press tones may be enabled on your phone</td>
<td></td>
</tr>
<tr>
<td>Every time I switch on my phone, the music player starts</td>
<td></td>
</tr>
<tr>
<td>For some phones this is normal behavior and not initiated by uStream</td>
<td>Some phones can be configured not to start the music player automatically. Press and hold the access (A) button to stop streaming. Or, stop the music player via phone menu after the phone is connected</td>
</tr>
<tr>
<td>When I get into my car, the uStream connection to my phone shows unexpected behavior</td>
<td>Consider disconnecting the car system from your phone</td>
</tr>
<tr>
<td>I accepted the incoming phone call but cannot hear the call in my hearing aids</td>
<td>Always accept the call by pressing the uStream access (A) button</td>
</tr>
<tr>
<td>The phone is ringing but the indicator light is not solid blue and there is no ringing signal through the hearing aids</td>
<td>Ensure Bluetooth is enabled according to your phone’s user guide</td>
</tr>
<tr>
<td>Bluetooth is disabled in the phone</td>
<td>1. Disable the Bluetooth functionality in your phone and turn it on again</td>
</tr>
<tr>
<td>uStream and your phone are not connected to each other</td>
<td>2. Restart uStream by switching it off and then on. The uStream Bluetooth functionality will be automatically reactivated</td>
</tr>
<tr>
<td>uStream is not paired to the phone</td>
<td>3. Activate uStream by selecting it in the phone’s “Active device” menu</td>
</tr>
<tr>
<td>The distance is too great between uStream and the phone</td>
<td>4. Reduce the distance between uStream and the phone</td>
</tr>
<tr>
<td>Wear uStream clipped to your clothing. Keep distance to phone within ≈10m (≈30ft)</td>
<td>Follow the Bluetooth pairing process in this guide</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Cause</th>
<th>Possible remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The phone is ringing, the indicator light is solid blue but there is no ringing signal through the hearing aids</td>
<td>The phone is ringing, the indicator light is solid blue but there is no ringing signal through the hearing aids</td>
</tr>
<tr>
<td>uStream is out of range of the hearing aids</td>
<td>Wear uStream correctly clipped to your clothing with maximum 40 cm (16”) distance to the hearing aids</td>
</tr>
<tr>
<td>Phone is set to vibrate</td>
<td>Enable ring tone on phone</td>
</tr>
<tr>
<td>If you are already on a phone call, then a second call cannot be recognized</td>
<td>Hang up the first phone call, then accept the second call</td>
</tr>
<tr>
<td>My phone rings but the name of the caller is not being spoken by uStream</td>
<td>My phone rings but the name of the caller is not being spoken by uStream</td>
</tr>
<tr>
<td>The caller identification feature is not available or not enabled on your phone</td>
<td>The caller identification feature is not available or not enabled on your phone</td>
</tr>
<tr>
<td>Please refer to the phone's user guide to check the availability of this feature</td>
<td>Please refer to the phone's user guide to check the availability of this feature</td>
</tr>
<tr>
<td>Two phones are connected to your uStream</td>
<td>If two phones are connected, caller identification is only available on the phone that was last paired to uStream</td>
</tr>
<tr>
<td>Caller identification may be switched off</td>
<td>Please ask your hearing healthcare professional to enable caller identification on your uStream</td>
</tr>
<tr>
<td>Cause</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>During a phone call the other party has difficulty hearing me</td>
<td>During a phone call the other party has difficulty hearing me</td>
</tr>
<tr>
<td>uStream microphone opening may be covered</td>
<td>Make sure the microphone openings are not covered by part of your body, clothing or dirt and debris</td>
</tr>
<tr>
<td>uStream may not be worn correctly</td>
<td>Make sure your uStream is clipped securely to your clothing and within a 40 cm (16”) distance to your hearing aids</td>
</tr>
<tr>
<td>uStream may rub against clothing</td>
<td>Reduce movement while you speak</td>
</tr>
<tr>
<td>The surrounding noise may be too loud</td>
<td>Bring uStream closer to your mouth. Suggest to your callers that they increase their phone volume</td>
</tr>
<tr>
<td>uStream is unresponsive or there is no indicator light when switching on</td>
<td>uStream is unresponsive or there is no indicator light when switching on</td>
</tr>
<tr>
<td>uStream may be completely discharged</td>
<td>Charge your uStream for at least one hour</td>
</tr>
<tr>
<td>It may indicate a software problem</td>
<td>Switch uStream off, wait 30 seconds, then switch on again</td>
</tr>
<tr>
<td>Cause</td>
<td>Possible remedy</td>
</tr>
<tr>
<td>-------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The operating time of your uStream is reduced substantially</td>
<td>The battery typically needs several charging cycles to achieve full performance. Charge for at least three hours the first time you charge uStream. Let a new uStream discharge completely three times</td>
</tr>
<tr>
<td>I have interruptions while my audio streaming is active</td>
<td>uStream is too far away from the hearing aids while streaming. Wear uStream clipped to your clothing with a maximum 40 cm (16&quot;) distance to the hearing aids</td>
</tr>
<tr>
<td></td>
<td>Bluetooth signal is out of range. Keep the Bluetooth device within the operating range.</td>
</tr>
</tbody>
</table>
the troubleshooting section of this user guide, consult your hearing healthcare professional.

⚠️ This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.

⚠️ Dispose of electrical components in accordance with your local regulations.

⚠️ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

⚠️ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Unitron.

⚠️ Using your uStream cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.

⚠️ When operating machinery, ensure that no parts get caught in the machine.

⚠️ The mini-USB port is to be used for the described purpose only.

⚠️ Caution: electric shock. Do not insert plug alone into electrical outlets.

⚠️ For safety reasons, only use chargers supplied by Unitron or stabilized chargers with a rating of 5VDC, min. 500 mA.

Information on product safety

⚠️ Check your hearing aid compatibility with your hearing healthcare professional.

⚠️ Protect the uStream from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct skin contact when sweating (workout, fitness, sports).
⚠️ Do not drop the device. Dropping onto a hard surface can damage your device.

⚠️ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your remote. Remove and keep it outside the examination room/area before undergoing a medical or dental examination with X-ray (also CT scan) or any medical examinations with MRI/NMRI scans, generating magnetic fields.

⚠️ Protect the device, charging slot and power supply from dirt and debris.

⚠️ Clean the uStream using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the uStream.

⚠️ Never use a microwave or other heating devices to dry the uStream.

⚠️ The digitally-coded, inductive transmission technology used in the uStream is highly reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installation or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24”) away from the interfering device to ensure proper operation.

⚠️ Keep the device at least 10 cm away from any kind of magnets.

⚠️ For safety reasons, recharge the uStream only with chargers supplied by Unitron or with USB-certified chargers >500 mA.

⚠️ Do not connect an USB or audio cable exceeding 3 meters (9ft) in length to the uStream.

⚠️ When the uStream is not in use, turn it off and store it safely.
Other important information

⚠️ High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

⚠️ If the hearing aids do not respond to the uStream because of an unusual field disturbance, move away from the disturbing field.

Information and explanation of symbols

With the CE symbol, Unitron confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

⚠️ This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.

⚠️ This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.

ℹ️ Important information for handling and product safety.

🇦🇺 This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.

Important information for handling and product safety.

© This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.

© This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).
Operating conditions:
This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

0° to 45° Celsius and relative humidity of <95% (non condensing).

Transport conditions:
Temperature: –20° to +60° Celsius (–4° to +140° Fahrenheit).
Humidity: Up to 90% (non condensing).

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Unitron is under license. Other trademarks and trade names are those of their respective owners.

Google Play is a trademark of Google Inc.

Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Compliance information

Declaration of Conformity
Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

Notice 2:
Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

Notice 3:
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can
radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Australia: Supplier Code Number  N15398
New Zealand: Supplier Code Number  Z1285

---

**Patient feedback**

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids. This will help your hearing healthcare professional to address your needs.

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐

☐