# Your StarLink Edge Remote Microphone User Manual

Accessory for:

Wireless LE audio enabled hearing aids

**Congrats on your new Edge Remote Microphone!**

Your Edge Remote Mic enhances speech so you can enjoy conversations and connect with the world around you.

Use this helpful manual to get started.

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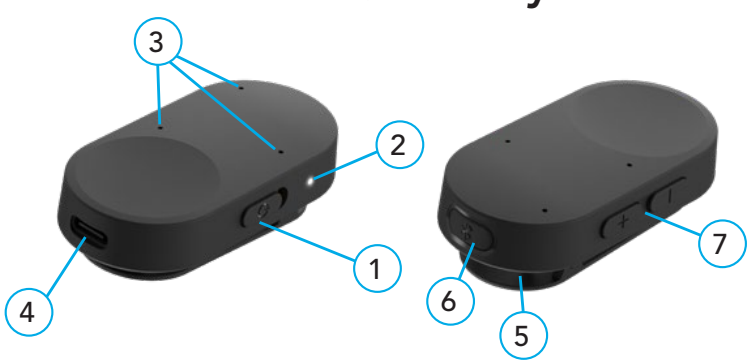
# Meet your Edge Remote Mic

## Overview

1. **Power switch**
   Turns the Edge Remote Mic **ON/OFF**.
2. **Indicator light**
   Identifies how your Edge Remote Mic is currently operating.
3. **Microphones**
   Picks up the speaker's voice so you can hear it.
4. **Power supply jack (USB-C)**
   For the power adapter.
5. **Clip**
   Attaches the Edge Remote Mic to the speaker's clothing or lanyard.
6. **Pairing button**
7. **Volume Control/Memory button**



# Set up your Edge Remote Mic

## Power ON/OFF

Use the power switch to turn your Edge Remote Mic **ON** or **OFF**:

- **Power ON:** Slide the switch toward the LED. The LED will illuminate white for 2 seconds.
- **Power OFF:** Slide the switch away from the LED. The LED will illuminate red for 2 seconds. Orange will be seen next to the switch.

## To pair with hearing aids

Before using your Edge Remote Mic 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: Turn ON your Edge Remote Mic**

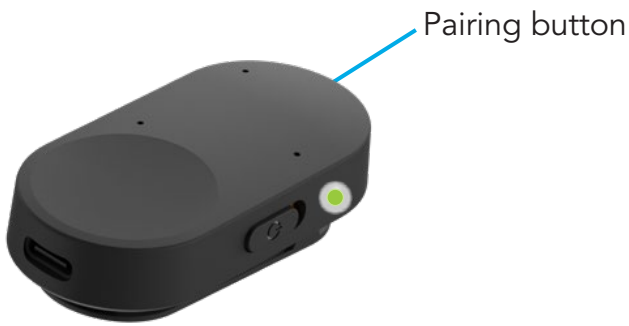
**STEP 2: Turn your hearing aids OFF and ON.**

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

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

1. Ensure your hearing aids are not connected to nearby Bluetooth® devices:
   - Turn **OFF** Bluetooth on your mobile phone.
   - Turn **OFF** any wireless accessories already paired to your hearing aids.
2. Place your hearing aids within 3 inches (15 cm) of your Edge Remote Mic. The closer the better.

3. Press the pairing button until the LED light blinks green (approx. 2 seconds.) Within a minute, the LED will turn solid green for 2 seconds when pairing completes on each hearing aid.




Done! Head to the next page to start using your Edge Remote Mic.



## Use your Edge Remote Mic

**STEP 1: Turn on your hearing aids.**

**STEP 2: Start/stop streaming audio (a speaker's voice). Do one of the following:**

- **Turn On the Edge Remote Mic:** Audio streaming automatically starts in hearing aid.
- **Streaming will pause for higher priority streams,** i.e. phone calls, media stream from your phone.
- Streaming stops when the Remote mic is powered OFF.

**NOTE:** *An audible indicator will play in your hearing aid to alert you to a low battery on the remote mic.*

**STEP 3: Adjust the streaming volume. Do one of the following:**

- Press VC buttons up or down on the side of the remote mic.
- Press (or tap) your **hearing aid user controls**.*

**STEP 4: Change hearing aid Memory.**
A long press (2 secs) on the volume control buttons will cycle through the memories that your professional programmed into your hearing aids.

**NOTE:** *Typical wireless operating range is up to 50 feet (15m.) This may be shortened by environmental factors (e.g., obstructions, interference, position of people). Wider operating ranges may be possible, however, your audio or connection quality may decrease.*



## Indicator light

The indicator light identifies how your Edge Remote Mic is currently operating:

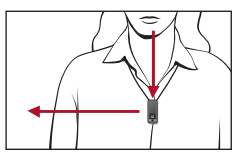
| Indicator light status | Operational status |
|---|---|
| Red LED 2 seconds | When unplugging charging cord |
| Solid White 2 seconds | Turned on |
| Slow white blink | Powered on, not streaming |
| Green blinking to solid green | Pairing to paired |
| Green blinking to solid red | Pairing failed |
| Red LED 2 seconds | No connection to HAs for 30 minutes |
| White LED | When a button is pushed |
| Double white pulse | While streaming |
| Red pulse | Low battery |
| Audible indicator | in HA with low battery |
| Solid red 2 seconds | Powered off (via control or low battery) |

**Controlling your Edge Remote Mic using this function must be set up by your hearing care professional.*

## Wear your Edge Remote Mic

Your Edge Remote Mic can be attached to the clothing or lanyard worn by the person speaking. It's best to place it within 8 inches (20 cm) of the person's mouth.

**Clothing instructions:**



1. Squeeze the clip of the Edge Remote Mic until it opens.

2. Slide the opening of the clip onto the clothing.
3. Release the clip.
4. Ensure your Edge Remote Mic is securely attached to the clothing.



**Lanyard (optional) instructions:**
***Purchase separately***

1. Squeeze the clip of the Edge Remote Mic until it opens.
2. Slide the lanyard loop into the clip opening. Lift it towards the top of the clip.
3. Release the clip until it closes.
4. Ensure your Edge Remote Mic is securely attached to the lanyard
5. Place lanyard around the neck.

## How your Edge Remote Mic helps

Your Edge Remote Mic is designed to enhance speech and help you enjoy conversations with another person.

You can also try placing your Edge Remote Mic near your TV to hear the

audio better. *For best results, use a TV Streamer. See your hearing care professional for details.*

## Charge your Edge Remote Mic

1. Attach the USB-C end of the charging cable to the USB-C jack on your Edge Remote Mic.
2. Attach the USB-C cable to a power adapter.
3. Plug the power adapter into an external power source, like a wall outlet.
4. Check the charging status using the indicator light on your Edge Remote Mic.

White solid LED while charging.

No LED while plugged in.



*Your Edge Remote Mic will fully charge in about 3 hours.*

**Reminder –** Charging your Edge Remote Mic may take longer if you're streaming audio while charging. Charging is typically faster when your Edge Remote Mic is OFF.

## Troubleshooting guide

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

| Symptom | Possible causes | Solutions |
|---|---|---|
| **One (or both) hearing aids unexpectedly stops streaming audio.** | Hearing aids may be almost outside the wireless range. | Move closer to your Edge Remote Mic. |
| | Battery level of your hearing aid can no longer support audio streaming. | Replace your hearing aid battery with a new one.<br>*OR*<br>Recharge your hearing aid. |



| Symptom | Possible causes | Solutions |
|---|---|---|
| **One (or both) hearing aids unexpectedly stops streaming audio.** | Lost wireless connection to your Edge Remote Mic. | Restart the audio streaming. See *Start/stop streaming audio* on p. 7. |
| **Distorted sound quality of streamed audio.** | Low battery level in your Edge Remote Mic. | Recharge your Edge Remote Mic. See *Charge your Edge Remote Mic* on p. 12. |

| Symptom | Possible causes | Solutions |
|---|---|---|
| **Difficult to hear another person speaking in a noisy environment.** | Edge Remote Mic may be too far from the person speaking. | Move your Edge Remote Mic closer to the speaker's mouth. |
| | Edge Remote Mic may be covered by clothing or is not positioned correctly. | 1. Uncover your Edge Remote Mic if needed.<br>2. Position your Edge Remote Mic correctly near the speaker's mouth. |
| **Indicator light is slowly blinking white, but audio is not streaming to hearing aids.** | Hearing aids are not ready to receive streamed audio. | Start the audio stream. Follow the steps in *Start/stop streaming audio* on p. 7. |
| | Hearing aids are not paired with your Edge Remote Mic. | Follow the steps in *To pair with hearing aids* on p. 4. |



## Intended use

The Edge Remote Microphone is an accessory to a 2.4 GHz wireless air conduction hearing aid. It is intended as a wireless transmitter of sound from an audio source to air conduction hearing aids. When worn by a distant speaker in noisy environments, it functions as an assistive listening device.

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

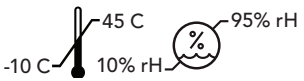
**Use on Aircrafts**

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

**International Use**

The Edge Remote Microphone 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 Edge Remote Microphone.




Your Edge Remote Microphone is designed to operate, be stored, and be transported within the temperature range of -10˚C (14˚F) to 45˚C (113˚F) and 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).

The charging temperature range is between 0˚C (32˚F) and 40˚C (104˚F).

**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.

We are required by regulations to provide the following warnings:

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

Although the Edge Remote Microphone is not formally certified (IP rated) for protection against dust or water ingress, per IEC 60529, it has been tested to the IP 5X level. This means that the Edge Remote Microphone is protected from dust.

The battery in your Edge Remote Microphone is not replaceable. Do not attempt to replace the battery. The Edge Remote Microphone does not contain any user-serviceable parts. Do not open or modify it.

The USB AC adapter used with the Edge Remote Microphone must be certified for safety by a Nationally Recognized Testing Laboratory (in North America) or meet applicable national electrical safety standards (in other countries).

Do not connect the Edge Remote Microphone to any devices not described in this manual.

The expected service life of the Edge Remote Microphone is 3 years.

**Wireless Technical Description**

The Edge Remote Microphone operates in the 2.4-2.4835 GHz band with a maximum effective radiated power of 8 dBm with transmission modulation type of GFSK with 2 MHz bandwidth. The receiver section of the radio has a bandwidth of 2 MHz.

The Edge Remote Microphone 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.
- Harmonic distortion and voltage fluctuations affecting the power input source as stated in Table 2 of IEC 60601-1-2.

- 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.
- Immunity to electrical fast transients on the power input at a level of +/- 2 kV at a 100 Hz repetition rate.
- Immunity to surges on the power input of +/- 1 kV line to line.
- Immunity to conducted disturbances induced by RF fields on the power input as stated in Table 6 of IEC 60601-1-2.
- Immunity to voltage dips and interruptions on the power input as stated in Table 6 of IEC 60601-1-2.

## 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-24RME

IC: 6903A-24RME (Model 960)

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 Edge Remote Microphone 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 Edge Remote Microphone 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

**Starkey Laboratories, Inc.**
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EC REP

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22335 Hamburg
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UK Authorised Person:
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



**Instructions for Disposal of Old Electronics**

Starkey Laboratories, Inc. encourages, the EU requires, and your local community laws may require, that your Edge Remote Microphone 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 Edge Remote Microphone.

**FOR DISPOSAL/RECYCLING PERSONNEL ONLY**

This product contains a Lithium-ion Polymer battery.

To remove this battery:

- Power off the Edge Remote Microphone.
- 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.

| Symbol | Symbol Meaning | Applicable Standard | Symbol Number |
|---|---|---|---|
| | Manufacturer | BS EN ISO 15223-1:2021 | 5.1.1 |
| EC REP | 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 |
| REF | Catalogue Number | BS EN ISO 15223-1:2021 | 5.1.6 |
| SN | Serial Number | BS EN ISO 15223-1:2021 | 5.1.7 |
| MD | 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 201 2/19/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 |
| 06 PS PLASTIC PLASTIQUE PLASTICA | Recycling Symbol | European Parliament and Council Directive 94/62/EC | Annex I-VII |

# Notes

## Notes

## Notes

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P00000366 7/24 BKLT3245-00-EN-XX

Patent: www.starkey.com/patents