

# Your StarLink Edge Remote Microphone User Manual



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Accessory for:

Wireless LE audio enabled hearing aids



## Congrats on your new StarLink Edge Remote Microphone!

Your 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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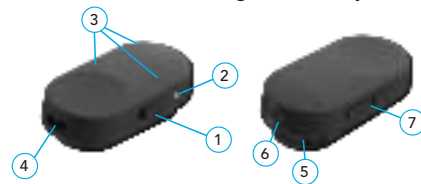
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## Meet your Remote Mic

### Overview

- 1. Power switch**  
Turns the Remote Mic **ON/OFF**.
- 2. Indicator light**  
Identifies how your 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 Remote Mic to the speaker's clothing.
- 6. Pairing button**  
Pairs Remote Mic to your hearing aids.
- 7. Volume Control/Memory button**  
Adjusts the volume or hearing aid memory.



## How your Remote Mic helps

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



You can also try placing your Remote Mic near your TV to hear the audio better. *For best results, use a TV Streamer. See your hearing care professional for details.*

### To pair with hearing aids:

Before using your Table 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.

## Set up your Remote Mic

### Power ON/OFF

Use the power switch to turn your 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 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 Remote Mic

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

- If your hearing aid is rechargeable, place it in the charger for 3 seconds and remove. If your hearing aid has a battery, open and close the battery door.
- **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 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 6 inches (15 cm) of your Remote Mic. The closer the better.

3. Press and hold the pairing button for 2 seconds, the LED light blinks green. 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 Remote Mic.

## Use your Remote Mic

**STEP 1: Make sure that your hearing aids are powered on.**

**STEP 2:**

- **Turn On the 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.

**STEP 3: Turn off the Remote Mic:** Audio streaming stops when the Remote Mic is powered OFF.

*\*If the solid green light does not illuminate for 2 seconds, repeat steps 1-3.*

**STEP 4: Adjust the streaming volume.**

**Do one of the following:**

- Press volume control buttons up or down on the side of the Remote Mic.
- Press (or tap) your **hearing aid user controls**.\*
- Adjust in the accessories screen of your compatible mobile app.

**STEP 5: 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.

**STEP 6: Use your Remote Mic as a remote control.**

When the Remote Mic is powered on or powered down/not streaming it can:

- Change your hearing aid volume with a short press of the +/- buttons.
- Change your hearing aid program with a long press of the +/- buttons.

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

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

## Indicator light

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

Indicator light status	Operational status
Solid Red 2 seconds	Disconnected from the charging cord
Solid White 2 seconds	Turned on
Slow Blink White	Powered on, not streaming
Blinking Green to Solid Green	Pairing to paired
Blinking Green to Solid Red	Pairing failed
Solid Red 2 Seconds	No connection to HAs for 30 minutes, the Remote Mic will enter sleep mode (will wake up with any button push.)
White LED	When a button is pushed
Double Pulse White	While streaming
Pulse Red	Low battery
Audible indicator	In HA with low battery (3 tones)
Solid Red 2 seconds	Powered off (via control or low battery)

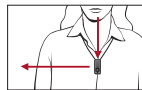
**NOTE:** Typical wireless operating range is up to 50 feet (15m.) This may be shortened by environmental factors (e.g., obstructions, interference, position of people). Wider operating ranges may be possible, however, your audio or connection quality may decrease.

## Wear your Remote Mic

Your Remote Mic can be attached to the clothing 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 Remote Mic until it opens.
2. Slide the opening of the clip onto the clothing.
3. Release the clip.
4. Ensure your Remote Mic is securely attached to the clothing.



## Charge your Remote Mic

Your Remote Mic indicator light will pulse red and you will hear an audible indicator while streaming when the battery is low. If the battery has fully discharged, the white indicator light will not illuminate when the Remote Mic is powered on.

1. Attach the USB-C end of the charging cable to the USB-C jack on your Remote Mic.



2. Attach the USB end of the 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 Remote Mic.
  - White solid LED while charging
  - No LED when fully charged
  - Your Remote Mic will fully charge in about 3 hours
  - The Remote Mic will operate approximately 10 hours before needing to be charged, depending on volume settings and noise levels.

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

## Troubleshooting guide

Problems with your 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 Remote Mic.
	Battery level of your hearing aid can no longer support audio streaming.	Replace your hearing aid battery with a new one. OR Recharge your hearing aid.
One (or both) hearing aids unexpectedly stops streaming audio.	Lost wireless connection to your Remote Mic.	Restart the audio streaming. Power your Remote Mic OFF and then ON again.
Distorted sound quality of streamed audio.	Low battery level in your Remote Mic.	Recharge your Remote Mic. See <i>Charge your Remote Mic</i> on p. 9.

Symptom	Possible causes	Solutions
Difficult to hear another person speaking in a noisy environment.	Remote Mic may be too far from the person speaking.	Move your Remote Mic closer to the speaker's mouth.
	Remote Mic may be covered by clothing or is not positioned correctly.	<ol style="list-style-type: none"> <li>1. Uncover your Remote Mic if needed.</li> <li>2. Position your Remote Mic near the speaker's mouth.</li> </ol>
Indicator light is double blinking white, but audio is not streaming to hearing aids.	Hearing aids are not ready to receive streamed audio.	Power hearing aids OFF and then back ON.

## Intended use

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

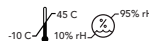
### Use on Aircrafts

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

### International Use

The 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 Remote Microphone.

 45°C 95% rH  
-10°C 10% rH

Your 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 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 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 Remote Microphone, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

Although the 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 Remote Microphone is protected from dust.

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

The USB AC adapter used with the 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 Remote Microphone to any devices not described in this manual.

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

#### Wireless Technical Description

The 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 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 ISSED 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 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 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

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



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

UK Authorised Person:  
Starkey UK  
William F. Austin House  
Pepper Rd, Hazel Grove  
Stockport SK7 5BX, UK  
[www.starkey.co.uk](http://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 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 Remote Microphone.



















#### FOR DISPOSAL/RECYCLING PERSONNEL ONLY

This product contains a Lithium-ion Polymer battery.

To remove this battery:

- Power off the 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
	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 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
	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)