

# SURFLINK

MOBILE 2






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OPERATIONS MANUAL

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# Introduction

SurfLink Mobile 2 is designed to interface with your wireless hearing aids in multiple ways:

- As a cell phone **streaming** device
- As an audio **streaming** device from:
  - Bluetooth® devices
  - Line-in input via the micro-USB jack
  - Built-in omni ("Surround") and directional ("Focus") microphones
- As a remote control to make hearing aid setting adjustments

**Streaming** – Audio or sound transmitted wirelessly from SurfLink Mobile 2 to your hearing aids.



# Basic Use

## 1. Power Button

- Long press and hold (5 seconds) powers on or powers off SurfLink Mobile 2
- Short press and release wakes or hides display while SurfLink Mobile 2 is powered on

## 2. Touch Screen Display – Press and release on touch screen buttons to make selection

## 3. Volume Up Button – Press and release to increase sound levels

## 4. Volume Down Button – Press and release to decrease sound levels

## 5. Micro-USB Jack

- Recharge via battery-charging cable
- Stream audio from the line-in cable

## 6. Built-In Microphones – For use in streaming audio as an assistive listening device

## To Sync Your Hearing Aids with SurfLink Mobile 2:

1. See page 29 for more details

## To Pair a Bluetooth® device (including cell phones) with SurfLink Mobile 2:

1. See page 25 for more details

## To Operate Remote Control:

1. Select lower left icon to navigate to Remote screen
2. See page 16 for more details

### Ear Selection

Left / Both / Right

**Memory** – Cycle through available memories

**Mute / Unmute**



**Home** – Reset hearing aids to Memory 1 at power on volume level

### Favorite

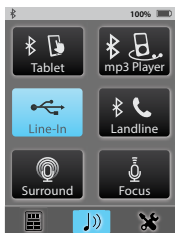
(varies by hearing aid) –

- Start/stop SurfLink Media audio streaming
- iQ Boost
- Jump to Memory 4
- Multiflex Tinnitus On/Off
- Not active



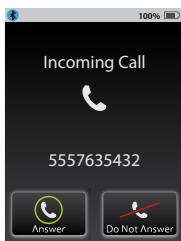
## To Stream Audio:

1. Select lower middle icon to navigate to Streaming screen
2. Only available audio inputs are displayed
3. Select desired audio source button to highlight and start streaming. Select highlighted button to stop streaming
4. See page 21 for more details



## To Answer Incoming Phone Calls:

1. When an incoming call is received by a cell phone connected to SurfLink Mobile 2, the incoming call screen will appear
2. Accept call by selecting the Answer button
3. Decline call by selecting Do Not Answer button
4. See page 18 for more details

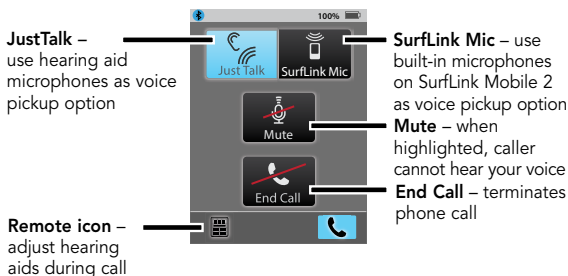


## To Make Outgoing Phone Calls:

1. Dial call on your connected cell phone
2. Once call is dialed, Phone screen appears on SurfLink Mobile 2
3. See page 18 for more details

## During Active Phone Calls

1. See page 18 for more details



# Getting Started

## Power Button

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To turn SurfLink Mobile 2 **On**, press and hold the **Power button**. Release the button when the display powers on.

When SurfLink Mobile 2 is on, you can put it into **Sleep Mode** by a short press and release of the **Power button**. In Sleep Mode, SurfLink Mobile 2 is still on, but the display is turned off. SurfLink Mobile 2 will automatically enter Sleep Mode to conserve power when no Touch Screen input is received for the configured time. To **wake** the display, press and release the **Power button**, then select the **Push to Unlock button** on the Touch Screen.









To turn SurfLink Mobile 2 **Off**, press and hold the Power button (typically 5 - 15 seconds). Release the button when the "Powering Down" message is displayed.

## Touch Screen Display

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SurfLink Mobile 2 incorporates a full-color display with a Touch Screen. Press and release the Touch Screen buttons to make selections.

The taskbar at the top of the display provides status information:

| Indicator  | Notes  |
|--|--|
|   | When the SurfLink Mobile 2 Bluetooth antenna is on, indicator will display on the left side of the taskbar. When the Bluetooth antenna is off, no indicator will display.  |
|   | If an advisory message is available, an indicator will display in the center of the taskbar.   |
| <b>100%</b>   | The SurfLink Mobile 2 battery status is shown on the right side of the taskbar. For example, a fully-charged SurfLink Mobile 2 shows 100% battery charge.                  |
| <b>10%</b>    | If less than 20% battery charge remains, a low battery warning message appears. SurfLink Mobile 2 should be promptly recharged.  |
|  <b>60%</b>  | When properly recharging, indicator will display next to battery status.   |
|   | When exactly one Hands-Free Profile Bluetooth device (typically, this would be your cell phone) is connected, then the Bluetooth icon will be surrounded by a blue circle. |
|   | When two Hands-Free Profile Bluetooth devices are connected, then "x2" will be added to the circled Bluetooth icon.  |

## Volume Up Button

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To **increase the volume of sounds** coming through a hearing aid, press and release the **Volume Up button** on the side of SurfLink Mobile 2. Continue to press and release until the desired volume is reached.

## Volume Down Button

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To **decrease the volume of sounds** coming through a hearing aid, press and release the **Volume Down button** on the side of SurfLink Mobile 2. Continue to press and release until the desired volume is reached.

## Micro-USB Jack

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The micro-USB jack is used for recharging the SurfLink Mobile 2 battery, as well as accepting audio from a Line-In cable.

The enclosed **Line-In cable** allows SurfLink Mobile 2 to be connected to any audio device with a female 3.5mm audio output jack. Simply connect the micro-USB end of the Line-In cable to SurfLink Mobile 2 (Figure 1) and connect the other end to the audio device output jack. See page 22 for more details on streaming audio to hearing aids.

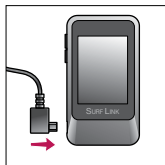


Fig. 1

To **recharge the battery**, connect the **Battery-Charging cable** to the micro-USB jack on SurfLink Mobile 2 (Figure 2). Attach the USB connector of the Battery-Charging cable to the power adaptor (Figure 3) and plug into a wall outlet. To ensure proper charging, verify that the lightning bolt charging indicator appears on the taskbar.

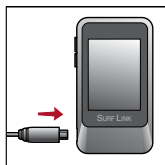


Fig. 2

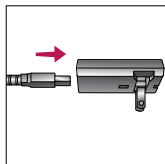


Fig. 3

The SurfLink Mobile 2 battery can also be charged via a computer USB jack or an optional car charger adaptor, although it may take longer than recharging via a wall outlet. Charging time may also take longer if the SurfLink Mobile 2 is streaming audio while it is being recharged.

Plugging SurfLink Mobile 2 into active power source will briefly light up the display (when the SurfLink Mobile 2 is powered on, but the display is off).

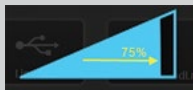
**TIP** – If SurfLink Mobile 2 is powered off, then plugging it into an active power source will begin the recharge process even though the display does not illuminate.

## Built-In Microphones

SurfLink Mobile 2 includes built-in microphones for gathering sound. The **Directional Microphone ("Focus")** receives sound from a particular direction. The **Omni Microphone ("Surround")** receives sound from all directions. Turning on or off a specific microphone is done from the Streaming screen – see page 23 for more details.

| Performance Overview |                          |                 |
|----------------------|--------------------------|-----------------|
| Style*               | Original                 | Higher Capacity |
| Recharge Time        | Up to 3 hours            | Up to 6 hours   |
| Streaming Time       | Up to 4 hours            | Up to 8 hours   |
| Standby Time         | Up to 60 hours           | Up to 120 hours |
| Battery Type         | Rechargeable lithium-ion |                 |

**TIP** – For best streaming sound quality, use the side buttons to adjust the stream level (audio resolution) to 75% or higher.



\* To determine the Style, examine the small bar code label on back housing. If "480" appears above the serial number, then it is "Higher Capacity" style. Otherwise, your SurfLink Mobile is the "Original" style.

# Operation

## Adjusting Settings in your Hearing Aids



The **Remote screen** is accessible from the Streaming, Tools, and Phone screens.

### Left / Both / Right Ear Selection

Specifies whether adjustments are made to a single hearing aid or both hearing aids.



### Volume Up / Volume Down

Physical buttons on the side of SurfLink Mobile 2 make adjustments to overall volume of all sounds coming through the hearing aids.



### Memory Change

Cycles through the memories which are programmed into hearing aids.





## Favorite

- *Start/stop SurfLink Media 2 audio streaming*
- *iQ Boost*
- *Jump to Memory 4*
- *Multiflex Tinnitus On/Off*
- *Not active*



Activates the Favorite setting that is programmed into hearing aids. Ask your hearing professional if your hearing aids have Favorite functionality.

## Mute / Unmute

Temporarily turns off all sounds coming into the hearing aids. Unmute the hearing aids by selecting Mute button again.



*Note: When the hearing aids are muted, selecting any button on the Remote screen will also unmute the hearing aids as well as perform the function of the button selected.*

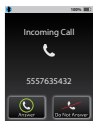
## Home

Resets the hearing aids to Memory 1 at the power-on volume level.

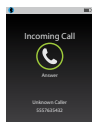


## Streaming Cell Phone Calls

(1) When SurfLink Mobile 2 is on and an incoming call is received by a connected cell phone, an **Incoming Call screen** appears.



-OR-



No-Look  
Answering

(2a) To answer the incoming call, select the **Answer button**.



*Note: If possible, it is best to answer incoming calls via SurfLink Mobile 2. There are some cell phones that do not properly route the call to SurfLink Mobile 2 if you answer via the cell phone itself.*

(2b) To **Decline** the incoming call:

- Select the **Do Not Answer** button OR



- Select any of the physical buttons on the SurfLink Mobile 2 housing.

*Note: Incoming call can also be declined via the cell phone itself*

(3) After answering an incoming cell phone call (or initiating an outgoing call), the **Phone Call screen** is displayed.

*Note: SurfLink Mobile 2 should be kept within 3-6 feet [1-2 meters] of hearing aids during cell phone streaming.*



(3a) Either **JustTalk** (uses the hearing aid microphone) or **SurfLink Mic** (uses the built-in SurfLink Mobile 2 microphone) can be used to pick up your voice during a phone call. Select desired voice input option by toggling between JustTalk and SurfLink Mic.



*Note: When using the SurfLink Mic, SurfLink Mobile 2 should be 8-12 inches [20-30cm] from your mouth for optimal voice pickup. The lanyard accessory can assist in this situation.*

(3b) Select the **Mute button** during a phone call to mute your own voice. Unmute your voice by unhighlighting the Mute button.



(3c) Use the side buttons to adjust the stream level (audio resolution) to 75% or higher.



(3d) During a phone call, select the Remote icon (lower left) to go to **Remote screen** to make hearing aid adjustments.



- Selecting the **Disconnect button** allows the call to be conducted on your cell phone, rather than streamed to your hearing aids.
- Selecting the **Connect button** re-establishes the connection between the cell phone and SurfLink Mobile 2, allowing the call to be streamed to your hearing aids.
- **Decreasing the volume** makes both the hearing aid microphone input and streamed audio input sound quieter.



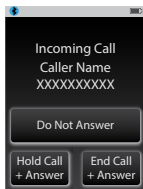
(4) Select **End Call** button on Phone screen to terminate the call.



## Call Waiting

(1) If second incoming call is received (by the same cell phone) during an active cell phone call, the **Incoming Call Waiting** screen may appear.

*Note: If second incoming call occurs on a different cell phone (which is also connected with SurfLink Mobile 2), then the second call will roll directly to that cell phone's voicemail.*



(2) Select **Do Not Answer** button to ignore the second call and continue with the active call.

Do Not Answer

(3) Select **End Call + Answer** button to end the active call and answer the second call.

End Call  
+ Answer

(4) Select **Hold Call + Answer** button to put the active call on hold and answer the second call.

Hold Call  
+ Answer

(4a) When second call is answered using the Hold Call + Answer button, the **Swap Call Waiting** screen will appear.

(4b) Select **Swap Call** button to switch between the two calls by putting the active call on hold.

(4c) To terminate the active call, select **End Call** button. The call on hold will become the active call.



# Streaming Audio

SurfLink Mobile 2 can stream audio to your hearing aids from:

- Bluetooth devices
- Line-In input from an audio device
- Built-in SurfLink Mobile 2 microphones

*Note: SurfLink Mobile 2 should be kept within 12-15 feet [4-5m] of the hearing aids when streaming audio.*

(1) Select the **Streaming icon** at the bottom of the display to navigate to the **Streaming screen**.



Operation

(2) Audio sources, available for selection, are displayed. To turn on audio streaming, select an audio source button, which then becomes highlighted. To turn off audio streaming, select the highlighted audio source button.



**“Surround” Microphone button** – Receives sound from all directions. This omnidirectional microphone setting is useful for listening to multiple speakers in quiet environments.



**“Focus” Microphone button** – Receives sound from a particular direction (in front of



the microphone) while reducing sound levels from other directions. This directional microphone setting is useful for listening to a single speaker when background noise is present.

*Note: After selecting this button, a prompt will remind you to point SurfLink Mobile 2 microphone toward sounds you want to hear. In noisy environments, move SurfLink Mobile 2 as close as possible to sound source.*

**Line-In button** – Receives audio from Line-In cable inserted into micro-USB jack of SurfLink Mobile 2.

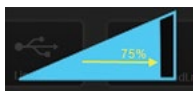


**Bluetooth Streaming Input button** – Receives audio from a connected Bluetooth device.



*Note: For this button to be available, the Bluetooth antenna must be On, the Bluetooth device needs to be actively connected with SurfLink Mobile 2, and Bluetooth device needs to be powered on and within range of SurfLink Mobile 2.*

(3) Use the side buttons to adjust the stream level (audio resolution) to 75% or higher.



(4) Select the Remote icon (lower left) to go to **Remote screen** to make hearing aid adjustments.



*Note: **Decreasing the volume** makes both the hearing aid microphone input and streamed audio input sound quieter.*

## Streaming Bluetooth Landline Phone Calls

SurfLink Mobile 2 can be paired to a Bluetooth landline phone (or Bluetooth landline phone adaptor), which supports the Bluetooth Headset Profile (HSP). Bluetooth landline phone calls can be streamed to hearing aids via SurfLink Mobile 2.

(1) When SurfLink Mobile 2 is On and an incoming call is received by connected Bluetooth landline phone, the **Headset Incoming Call** screen appears.

(2) To answer the incoming call, select the **Connect** button.

(3) To make an **Outgoing call** from Bluetooth landline phone:

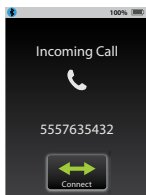
(3a) Dial from the landline phone.  
Quickly select the connection button on the Bluetooth landline phone.

–OR–

(3b) Select **Landline phone button** (center-right). Quickly dial the call from the landline phone.

(4) After answering an incoming landline call (or initiating an outgoing landline call), the **Headset screen** is displayed.

*Note: SurfLink Mobile 2 should be kept within 3-6 feet [1-2 meters] of hearing aids during headset streaming.*



(4a) Either **Just Talk** (uses the hearing aid microphone) or **SurfLink Mic** (uses the built-in SurfLink Mobile 2 microphone) can be used to pick up your voice during a phone call. Select desired voice input option by toggling between JustTalk and SurfLink Mic.



*Note: When using the SurfLink Mic, the SurfLink Mobile 2 should be 8-12 inches [20-30cm] from your mouth for optimal voice pickup. The lanyard accessory can assist in this situation.*

(4b) Select the **Mute button** during a phone call to mute your own voice. Unmute your voice by "unhighlighting" the Mute button.



(4c) Use the side buttons to adjust the stream level (audio resolution) to 75% or higher.



(4d) During a phone call, select the Remote icon (lower left) to go to **Remote screen** to make hearing aid adjustments.



*Note: **Decreasing the volume** makes both the hearing aid microphone input and streamed audio input sound quieter.*



(5) Select **Disconnect** button on **Headset screen** to end the call.



*Note: In addition to ending the call on the SurfLink Mobile 2, it may also be necessary to terminate the call on the Bluetooth Landline phone.*



# Tools

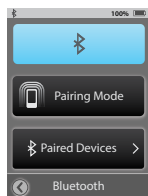
## Bluetooth Features

To stream audio (including cell phone calls) using SurfLink Mobile 2, you must first pair your Bluetooth device with SurfLink Mobile 2. See Bluetooth Overview (page 43) for more details.

(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

(2) Select **Bluetooth button** on the Tools screen.

(3a) Select (highlight) the **Bluetooth button** to turn Bluetooth antenna **On**.



*Note: Bluetooth antenna must be on to stream audio from a connected Bluetooth device, such as your cell phone.*

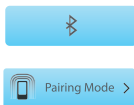
(3b) Select (unhighlight) the **Bluetooth button** to turn Bluetooth antenna **Off**.

*Note: Turn off the Bluetooth button when you:*

- Do not want to stream audio from your cell phone or other Bluetooth devices
- Want to conserve SurfLink Mobile 2 battery life
- Are traveling on an airplane
- Are in an area where wireless signals are prohibited



(4) Highlight the **Pairing Mode button** to initiate the Bluetooth pairing process. This button remains highlighted during the Bluetooth pairing process.



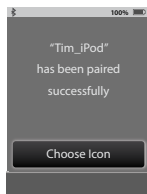
*Note: Bluetooth device must also be put into pairing mode. Ensure the Bluetooth device is within 30 feet [10m] of SurfLink Mobile 2.*

(5) Confirm the Bluetooth pairing on Bluetooth device. If you are unfamiliar with the Bluetooth pairing process, consult your Bluetooth device owner's manual.

*Note: Some Bluetooth devices may ask for SurfLink Mobile 2 PIN, which is 0000.*

(6) Once the Bluetooth pairing process is complete, SurfLink Mobile 2 displays a success message. Select **Choose Icon button**.

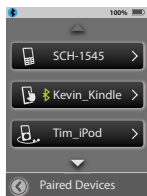
*Note: If Bluetooth pairing is unsuccessful or if too much time elapses, then SurfLink Mobile 2 displays an advisory message.*



(7) Use the up/down arrows to page through the list of available icons. For example, "Cell Phone" button would be an appropriate selection for your cell phone.



(8) Once the icon has been selected, the **Paired Devices screen** will appear and will show the newly paired cell phone in the list of available paired Bluetooth devices.



# Manage Paired Bluetooth Devices

(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

(2) Select **Bluetooth button** on the Tools screen.

(3) Select the **Paired Devices button** to view the list of paired Bluetooth devices.

(4) Select a specific Bluetooth device to view more details.

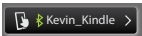
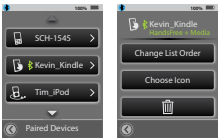
**Change List Order button** – moves Bluetooth device in the list via up/down arrows.

**Choose Icon button** – select graphic icon to be associated with Bluetooth device.

**Trash button** – deletes Bluetooth device pairing from SurfLink Mobile 2 and removes Bluetooth device from list.

*Note: It is also important to manually delete the pairing on the Bluetooth device itself.*

(5) When a paired Bluetooth device is actively connected to SurfLink Mobile 2, the **Bluetooth Connection icon** will appear next to the device name on the **Paired Devices screen**.



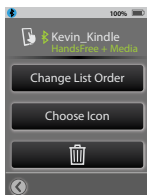
(6) Select a specific Bluetooth device button on Paired Devices screen to see details on its **active Bluetooth Connection** with SurfLink Mobile 2.

**Hands-Free** – required for cell phone call streaming. Uses Hands-Free Profile (HFP).

**Media** – required for audio streaming from a Bluetooth entertainment device. Uses Advanced Audio Distribution Profile (A2DP).

**Headset** – typically used when streaming from a Bluetooth landline phone. Uses Headset Profile (HSP).

**"+"** – more than one type of Bluetooth connection is available on Bluetooth device. In example shown, both Hands-Free and Media connections are available.



## Brightness

(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

(2) Select **Brightness button** on the Tools screen.

(3) Select **"+" button** or **"-" button** to adjust the display brightness.

(4) Select **OK** to accept adjustments.

(5) Select **Cancel** to reject adjustments and continue with previous brightness settings.



# Syncing Hearing Aids

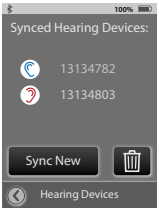
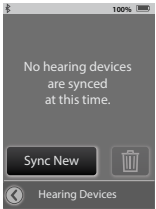
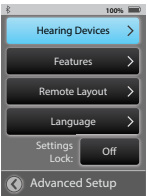
**Syncing** establishes a relationship between your wireless hearing aids and SurfLink Mobile 2. For hearing aids to receive streamed audio and remote control commands from SurfLink Mobile 2, you must first sync the hearing aids with SurfLink Mobile 2.

- (1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.
- (2) Select **Settings button** on the **Tools screen**.
- (3) Select **Advanced Setup button** on **Settings screen**.
- (4) Select **Hearing Devices button** on **Advanced Setup screen**.

(5a) If there are no hearing aids synced with SurfLink Mobile 2, a reminder message is displayed.

*Note: This reminder message may also be displayed on the Remote screen and Streaming screen.*

(5b) If hearing aids are already synced with SurfLink Mobile 2, their serial numbers will be displayed.



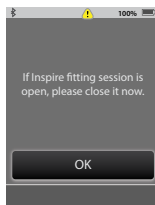
Tools

(6) Select the **Sync New button** to put the SurfLink Mobile 2 into syncing mode.

*Note: SurfLink Mobile 2 can be synced with at most one left and one right hearing aid at a time.*

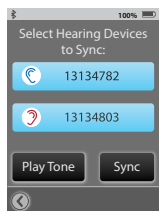
(7) Select **OK**.

*Important Note for Professionals: If Inspire fitting session is open, please close it now.*



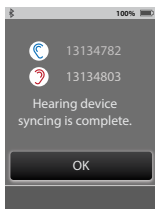
(8) Follow on-screen instructions to power off and then power on the hearing aid(s) you wish to sync with SurfLink Mobile 2.

(9) Hearing aids will be detected by SurfLink Mobile 2 and the serial numbers will be shown on the display. Optionally, you can select **Play Tone button** to present a sound in the hearing aids to confirm the correct hearing aids were detected. Select the **Sync button** to complete the syncing process.



(10) When syncing is successful, you will see a message and hear a sustained success tone presented through the hearing aid.

Your hearing aids and SurfLink Mobile 2 will now operate as a wireless system.



## Choose Features for SurfLink Mobile 2

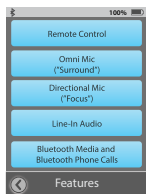
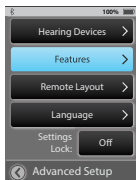
(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

(2) Select **Settings button** on the Tools screen.

(3) Select **Advanced Setup button** on Settings screen.

(4) Select **Features** on **Advanced Setup screen**.

(5) It is possible to limit SurfLink Mobile 2 functionality by turning on or off specific Features.



**Remote Control button** – If on (highlighted), then Remote screen will be available to user. If off (unhighlighted), then Remote screen will not be available.

**Omni Mic button** – If on, then "Surround" button will be available on Streaming screen. If off, then "Surround" microphone audio input will not be available.

**Directional Mic button** – If on, then "Focus" button will be available on Streaming screen. If off, then "Focus" microphone audio input will not be available.

**Line-In Audio button** – If on, then “Line-In” button will be available on Streaming screen when the Line-In cable is inserted into micro-USB jack on SurfLink Mobile 2. If off, then “Line-In” audio input will not be available.

**Bluetooth Media and Bluetooth Phone Calls button** – If on, SurfLink Mobile 2 is capable of interacting with Bluetooth devices. If off, SurfLink Mobile 2 will not be capable of Bluetooth functionality.

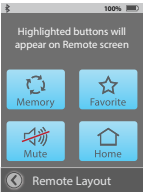
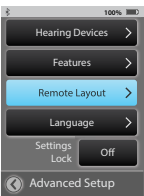
**TIP** – If Omni Mic, Directional Mic, Line-In Audio, and Bluetooth Media buttons are all off, then the Streaming screen will not be available.



# Remote Layout

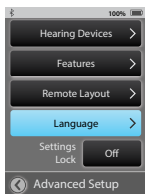
- (1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.
- (2) Select **Settings button** on the Tools screen.
- (3) Select **Advanced Setup button** on **Settings screen**.
- (4) Select **Remote Layout** on **Advanced Setup screen**.
- (5) **Remote Layout screen** allows the user to customize their Remote screen. Choose your desired functionality amongst any combination of the Memory button, Favorite button, Mute button, and/or Home button.

*Note: Highlighted buttons will appear on Remote screen. For example, if hearing aids are programmed with only one memory, then the Memory button could be removed from the Remote screen to reduce user confusion*



## Language

- (1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.
- (2) Select **Settings button** on the Tools screen.
- (3) Select **Advanced Setup button** on **Settings screen**.
- (4) Select **Language** on **Advanced Setup screen**.
- (5) Using up and/or down arrow, scroll through list of available languages. Select desired language.
- (6) Select **Yes** to accept new language.
- (7) Select **Cancel** to continue with previous language selection.



## Settings Lock

(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

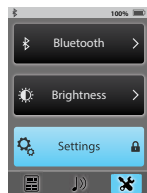
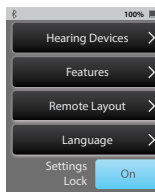
(2) Select **Settings button** on the Tools screen.

(3) Select **Advanced Setup button** on **Settings screen**.

(4) If **Settings Lock** feature is off, then user has access to all screens.

(5) If **Settings Lock** feature is on (as indicated by the padlock icon on the Settings button), then user may want to contact their hearing professional for assistance.

*Note: This feature may be helpful for users, who might inadvertently make changes SurfLink Mobile 2 settings.*



## Display Options

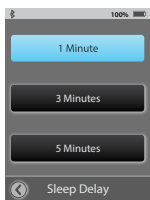
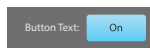
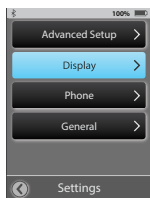
(1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.

(2) Select **Settings button** on the Tools screen.

(3) Select **Display** on **Settings screen**.

(4) Select **Button Text** to be on or off.

(5) Select **Sleep Delay button** on **Display screen** to configure the display's Sleep Mode timeout period.



# Phone Options

- (1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.
- (2) Select **Settings button** on the **Tools screen**.
- (3) Select **Phone** on **Settings screen**.
- (4) User can customize their experience with options on Phone screen.

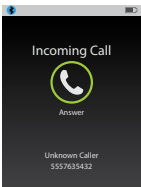
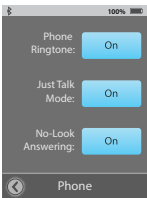
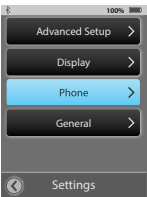
**Phone Ringtone** – If turned on, the cell phone ringtone will be streamed via SurfLink Mobile 2 to hearing aids during incoming calls.

**JustTalk Mode** – If on, JustTalk will be an available option for Voice Pickup during cell phone calls. If off, SurfLink Mic will be the only Voice Pickup option available during cell phone calls.

*Note: Turning off JustTalk Mode will extend hearing aid battery life.*

**No-Look Answering** – If on, entire display becomes answer call button allowing user to answer incoming cell phone calls without looking. If off, display will have both answer button and reject button.

*Note: This does not apply to incoming Bluetooth landline phone calls.*



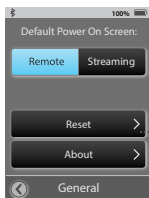
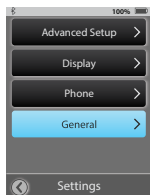
## General Options

- (1) Select the **Tools icon** at the bottom of the display to navigate to the **Tools screen**.
- (2) Select **Settings button** on the **Tools screen**.
- (3) Select **General** on **Settings screen**.
- (4) Select either the Remote or Streaming screen as the **Default screen** displayed when SurfLink Mobile 2 is powered on.

*Note: Remote or Streaming will not be selectable, if those screens are turned Off in Advanced Setup > Features.*

*Note: SurfLink Mobile 2 defaults to Tools screen when there are no hearing aids synced.*

- (5) Select **Reset button** on **General screen** to erase all synced hearing aids, all paired Bluetooth devices, and reset any settings/features that were altered since leaving the factory.
- (6) Select **OK** to Reset.
- (7) Select **Cancel** to keep SurfLink Mobile 2 settings as is.



(8) Select **About button** on **General screen** to obtain detailed information about SurfLink Mobile 2.



**TIP** – For best performance, always ask your hearing professional about firmware updates for both your hearing aids and SurfLink Mobile 2.

# Additional Information

## Accessories

SurfLink Mobile 2 comes with the following:

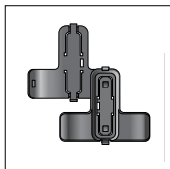
| Description                        | Part Number                              |
|------------------------------------|--|
| Power adapter with female USB port | 91160-000                                |
| Battery-charging cable             | 91053-000                                |
| Line-In cable                      | 91054-000                                |
| Base clip                          | Mobile 2: 91249-000<br>Mobile: 91091-000 |
| Lanyard attachment                 | Mobile 2: 53099-000<br>Mobile: 52867-000 |
| Belt clip attachment               | Mobile 2: 53098-000<br>Mobile: 52866-000 |

These accessories can be purchased separately:

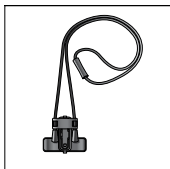
| Optional                                 |                                |
|--|--------------------------------|
| Car charger with female USB port         | 91052-000                      |
| Accessory leather carrying case          | 91156-000                      |
| EU, UK, and Australia USB power adaptors | Call your hearing professional |
| Power-In and Audio Line-in cable         | 91259-000                      |



The **clip and lanyard accessories** allow the SurfLink Mobile 2 to be worn for hands-free use. The Base Clip attaches directly to SurfLink Mobile 2. The Base Clip attaches to either the neck-worn Lanyard or Belt Clip.



Base Clip Front/Back



Lanyard Attachment



Belt Clip Attachment

Slide the desired attachment option (Lanyard or Belt Clip) onto the Base Clip, and then attach the Base Clip to SurfLink Mobile 2 by orientating the clip according to the shadowed outline of the Base Clip on the back of the SurfLink Mobile 2 (Figure 4).

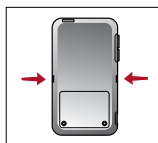


Fig. 4

To interchange attachments, remove the Base Clip from SurfLink Mobile 2, then press down on the release tab (Figure 5) of the Base Clip to unlock and slide the attachment out of position toward the center of the Base Clip

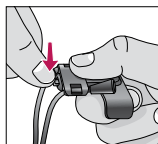


Fig. 5

(Figure 6), where it can be removed (Figure 7). Insert the desired attachment into the center position of the Base Clip (Figure 8) and slide into position at one end of the Base Clip to lock the attachment into place (Figure 9).

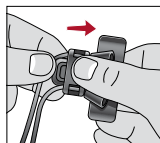


Fig. 6

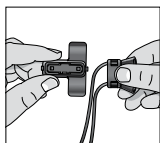


Fig. 7

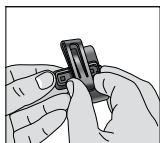


Fig. 8

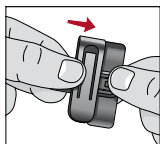


Fig. 9

## Bluetooth Overview

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Bluetooth is a wireless communication technology used to transmit audio and data. A connected Bluetooth device (cell phone, MP3 player, computer, etc.) can wirelessly share audio or data with the SurfLink Mobile 2, which in turn can stream audio to synced hearing aids. A Bluetooth device you wish to use with your SurfLink Mobile 2 must support the appropriate Bluetooth profiles.

- To make/receive phone calls, your Bluetooth device must support either the “Headset” (HSP) or “Hands-Free” (HFP) profile.
- To listen to stereo music, your Bluetooth device must support the “Media” (A2DP) profile.

To enable Bluetooth communication, two procedures must be completed:

**Pairing** – Establishes a relationship between a Bluetooth device and SurfLink Mobile 2. It only needs to be done once for each Bluetooth device you wish to use with your SurfLink Mobile 2.

**Connecting** – Establishes the ability to actively stream audio from a previously paired Bluetooth device to your synced hearing aids via the SurfLink Mobile 2. Many Bluetooth devices perform the connection procedure automatically after pairing.

## Required Information

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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 Mobile 2 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 Mobile 2.

### For Disposal/Recycling Personnel Only

This product contains a Lithium Ion Polymer battery.

To remove this battery:

- Remove the two screws on the back of the SurfLink Mobile 2.
- Slide the bottom plate up slightly to separate the top from the bottom.
- Unplug the battery and tape the connector end to prevent accidental shorting.
- Pry the battery away from the back plate using a wide flat blade.

SurfLink Mobile 2 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 Mobile 2 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 Mobile 2 should not be used during an MRI procedure.

### **Use on Aircrafts**

SurfLink Mobile 2 should not be used on aircrafts unless specifically permitted by the flight personnel.

### **International Use**

SurfLink Mobile 2 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 Mobile 2.

The battery in your SurfLink Mobile 2 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 Mobile 2 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 SurfLink Mobile 2 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 the SurfLink Mobile 2, degradation of the performance of your hearing aid could result. If this occurs, move away from the communications equipment.

### **WIRELESS TECHNICAL DESCRIPTION**

The North American version of SurfLink Mobile 2 operates in the 902-928 MHz frequency band with a maximum effective radiated power of 15 dBm and GFSK modulation with a transmit bandwidth of 650 kHz and a receiver bandwidth of 500 kHz.

The European version of SurfLink Mobile 2 operates in the 863-865 MHz frequency band with a maximum effective radiated power of 9 dBm and GFSK modulation with a transmit bandwidth of 300 kHz and a receiver bandwidth of 500 kHz.

All versions of SurfLink Mobile 2 operate in the 2.4-2.4835 GHz frequency band with a maximum effective radiated power of 10 dBm and GFSK,  $\pi/4$  DQPSK, or 8 DPSK modulation with a transmit bandwidth of 1.2 MHz and a receiver bandwidth of 1 MHz.

SurfLink Mobile 2 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 3 V/m between 80 MHz and 2.7 GHz.
- Immunity to power frequency magnetic fields at a field level of 3 A/m.
- Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

## FCC Information

FCC ID: EOA-CPED

IC: 6903A-CPED (Model 300)

Bluetooth Qualified Design Listing: B019453

## FCC/IC Notice

This device complies with part 15 of the FCC rules and with Industry 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 est conforme à la partie 15 des règles de la FCC et avec les normes RSS de licence d'Industrie Canada. Le fonctionnement est soumis à deux conditions: (1) Cet appareil ne doit pas causer d'interférences nuisibles et (2) cet appareil doit accepter toute interference reçue, y compris les interférences qui peuvent causer des fonctionnements du dispositif.

**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.

Hereby, Starkey Hearing Technologies declares that the SurfLink Mobile 2 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 addresses below and from [docs.starkeyhearingtechnologies.com](https://docs.starkeyhearingtechnologies.com)

Starkey Hearing Technologies  
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Eden Prairie, MN 55344 USA



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





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## Notes

## Additional Info



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