

TV STREAMER

ACCESSORY

USER MANUAL





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GETTING STARTED

Please read through this guide for proper installation instructions and helpful troubleshooting tips.

HOW TO INSTALL

To setup your TV Streamer for your ListenClear Premier wireless hearing aids please follow these steps carefully.

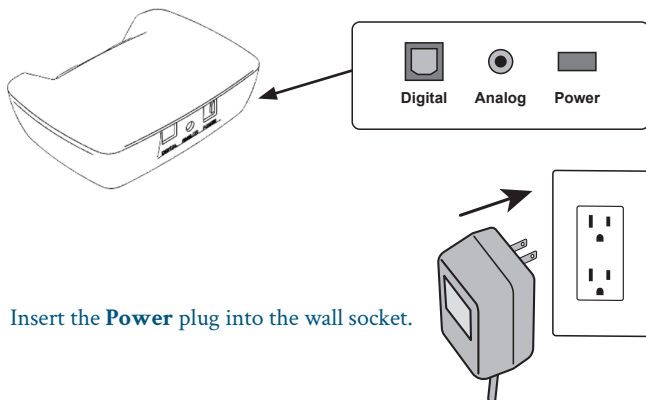
1. Remove the new TV Streamer box and cables from the packaging. Installation requires connecting the TV Streamer to a power outlet, and connecting the TV Streamer to a TV.

- a. Select the **Analog** or **Digital** audio cable that is compatible with the TV, and insert cable into the matching port on the backside of the TV Streamer. The TV Streamer connection ports are labeled for each type of cable.

NOTE: The preferred method of setup is to use the **Analog** audio cable as it requires the least amount of steps to ensure compatibility with your TV and Home Theater setup.

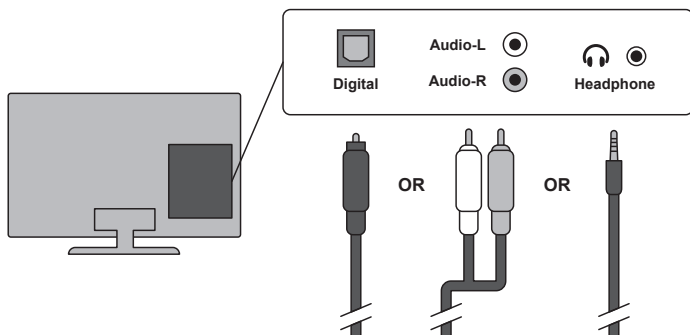
NOTE: As part of packaging, the **Digital** cable has plastic protective coverings on the tips which must be removed in order for the cable to be inserted into the TV Streamer and the TV.

- b. Insert the **Power** cable into the port on the backside of the TV Streamer.

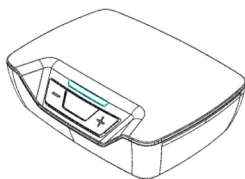


2. Insert the **Power** plug into the wall socket.

3. Insert the other end of the audio cable into the audio output on the back of your television. Again, this is dependent on the Digital or Analog cable that is compatible with the TV.



- Once connected to power and a TV audio signal, the TV Streamer's blue light indicates that it is ready to stream.



4. Turn the television ON.
5. Place hearing aids into the TV Streamer program through **one of these three options:**

- Press the push button on the hearing aid until it enters the TV Streamer program.



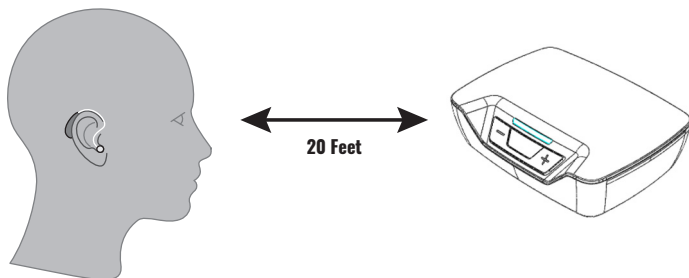
- Select the TV Streamer icon/button on the mobile application.



- Press the TV Streamer button on the remote.



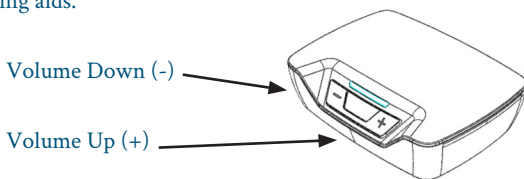
6. The audio signal will be streaming from the TV Streamer direct to the hearing aids. **A stable streaming signal is typical within a 20 foot range of the TV Streamer.**



7. **Congratulations!** Your hearing aids are now connected to the TV Streamer.

VOLUME CONTROL

Press the **Volume Down (-)** or **Volume Up (+)** button on the front of your TV Streamer to adjust the TV volume level broadcast to your hearing aids.



TV volume in your hearing aids can also be adjusted using the **mobile application** or **remote**.

- To adjust TV volume using the **mobile application**, simply tap the “TV Streamer” icon/button in the app, and then use the volume slider on the Volume Screen to adjust.
- To adjust TV volume using the **remote**, simply press the “TV Streamer” button on the remote, and then use the volume buttons on the remote to adjust.

CLEANING & MAINTENANCE

The TV Streamer has been designed to give you years of dependable service. To ensure the utmost in performance, follow these guidelines in caring for your transmitter:

1. To clean, wipe with a soft cloth slightly dampened in a mild soap-and-water solution.
2. Do not immerse in water or other liquid
3. Avoid dropping or knocking the unit.
4. Do not clean with harsh chemicals, cleaning solvents or abrasive detergents.

TROUBLESHOOTING

Device not working properly? Take a look at the table below for possible solutions. If you've tried troubleshooting with our DIY Problem-Solving Guide and the problem hasn't been fixed, do not attempt to take your TV Streamer apart or do anything more, as you may terminate your warranty. Simply contact ListenClear Customer Service for assistance and we'll get you back up and running as fast as we can:

888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST).

DIY PROBLEM SOLVING GUIDE

NO SOUND OR NOT LOUD ENOUGH

CAUSE	POSSIBLE REMEDY
Not turned on	Make sure the power cord is connected to a good power source.
No audio signal from the TV	Refer to the installation instructions for proper installation. A blue light indicates that an audio signal is being broadcast. NOTE: The TV Streamer works best with 2-channel stereo (PCM) and is not compatible with Dolby or DTS (Surround Sound) audio signal.
Low volume	Check for a blue light on the TV Streamer to indicate that an audio signal is being broadcast, and then press the Volume Up button on the TV Streamer for the desired volume.
Hearing aids are not in the TV Streaming program	Either press the push button on the hearing aids, use the mobile app, or the remote to change the hearing aid program to TV Streaming.

RAPID AUDIO STATIC

CAUSE	POSSIBLE REMEDY
Digital Audio Cable	<p>Refer to the installation instructions for proper installation. A blue light indicates that an audio signal is being broadcast. NOTE: The TV Streamer works best with 2-channel stereo (PCM) and is not compatible with Dolby or DTS (Surround Sound) audio signal.</p> <ul style="list-style-type: none">• If you are using the Digital audio cable to connect the TV Streamer to your TV, the settings on your TV must be adjusted so that Dolby or DTS (Surround Sound) is turned OFF in order for proper operation to occur. Some TV sets also have an audio option in which 2-channel stereo (PCM) audio output can be selected.• If you are using the Digital audio cable to connect the TV Streamer to your cable receiver box, satellite dish receiver, DVR receiver, streaming device, or other input device, that device must be adjusted manually in its settings so that Dolby or DTS (Surround Sound) is turned OFF in order for proper operation to occur. Most cable, satellite, and streaming devices have an audio option to do so, or an additional option to select 2-channel stereo (PCM) audio output.• If possible, use the Analog cable to connect the TV Streamer to your TV or Home Theater device.

THE FINE PRINT

INTENDED USE

The TV Streamer is intended as a wireless transmitter of sound from a TV to certain ListenClear wireless hearing aids.

SERVICE AND WARRANTY

Your TV Streamer includes a one-year limited warranty against defects in material and workmanship. Please ask your hearing care professional about the duration. All claims must be submitted to Manufacturer WITH the merchandise and WITHIN the warranty period. Manufacturer will repair or replace any defective merchandise covered by this warranty at Manufacturer's sole discretion during the Term of the manufacturer's warranty period. All warranties are void if the merchandise (or any part thereof) has been misused, abused, tampered with, or modified in

any way, or if the serial number is altered, effaced or removed, or if any unauthorized repairs have been made to the merchandise.

Manufacturer shall not be liable for any special, indirect, incidental or consequential damages in connection with the use of the merchandise or for the breach of any of the obligations owed to the purchaser, or any customer of the purchaser, if any. In the event legal liability of Manufacturer is established for any cause or reason whatsoever, including, without limitation for breach of warranty, the sole and exclusive liability of Manufacturer and the exclusive remedy of purchaser or any customer of the purchaser shall be the recovery of an amount not exceeding the original price charged by Manufacturer to the purchaser for the merchandise.

MANUFACTURER MAKES NO WARRANTY, EITHER EXPRESSED OR IMPLIED, THAT THE MERCHANDISE IS MERCHANTABLE OR FIT OR SUITABLE FOR ANY PARTICULAR USE OR PURPOSE. MANUFACTURER MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, EXCEPT AS IS EXPRESSLY SET FORTH HEREIN, ALL SUCH OTHER WARRANTIES BEING HEREBY DISCLAIMED.

In the event your TV Streamer needs repair, please contact ListenClear at 888-320-0424 (Monday – Friday, 8:45am – 7:00pm EST) or contact your hearing care professional.

FCC COMPLIANCE

This device complies with Part 15 of the Federal Communication Commission (FCC) rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is certified under:

FCC ID: 2ADKC-TVS

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. However, interference with your TV Streamer and other devices may occur, (e.g. some mobile telephones, citizens band devices and other wireless devices). If this occurs, increase the distance between the TV Streamer and the interfering device. This equipment 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 equipment 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 equipment and receiver.
- Connect the equipment 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.

To comply with FCC RF exposure requirements, the device and the antenna for this device must be installed to ensure a minimum separation distance of 20cm or more from a person's body. Other operating configurations should be avoided.

TECHNICAL INFORMATION

This TV Streamer contains a wireless transmitter using 2.4 GHz technology. The emission power from the TV Streamer is max. 20 dBm EIRP. Due to the limited space available on the TV Streamer, relevant approval markings can be found in this document.

MODEL LISTING

This booklet is valid for the following Premier family of TV Streamer models:

- Kairos TV Streamer



Clarity, LLC

8408 South Delaware Ave., Tulsa, OK 74137, USA

TEL: 918-301-2100



Electronic equipment - dispose according to local regulations.

NOTES

To help make this new change a positive experience, we recommend you keep a list of all the ups and downs of the transition to your new hearing experience with the TV Streamer. Take note of the moments that are working the most, those that aren't and anything else you think would help when discussing with your doctor or our friendly Customer Service team. Good luck, you're about to hear a world of difference.



WWW.LISTENCLEAR.COM
888-320-0424

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