SurfLink® Media 2 is designed to stream audio from electronic audio sources directly to your wireless hearing instruments. SurfLink Media 2 can be successfully connected to many electronic audio sources, including televisions, radios, computers, MP3 players, DVD players and cable boxes.

SurfLink Media 2 can concurrently stream audio to multiple users, allowing them to share the same listening experience.

Streaming – Audio or sound transmitted wirelessly from SurfLink Media 2 directly to your hearing instruments.

Electronic Audio Source – These provide the audio content that can be streamed through SurfLink Media 2 to your hearing instruments. Examples include television, radio, computer, MP3 player, DVD player and cable box.

Package Contents

- SurfLink Media 2
- Power Adaptor
- Audio Cable
- Operations Manual
TIP: Additional cables are available at most consumer electronic stores.
Basic Use

To quickly start using SurfLink Media 2 with a typical setup:

1. Insert a TOSLINK cable into the Audio OUT jack on your electronic audio source.
   *Note: If there is no TOSLINK audio OUT jack, try a different cable style or try a different electronic audio source.*

2. Power on your electronic audio source.

3. Attach the other end of TOSLINK cable to the rear of SurfLink Media 2 (jack #3).

4. Choose appropriate settings for Mono/Stereo switch:
   - MONO (left position) – if you wear one hearing instrument.
   - STEREO (right position) – if you wear two hearing instruments.

5. Choose appropriate settings for Audio Fidelity switch:
   - All wireless hearing instruments can stream audio from bottom switch position.
   - Only wireless hearing instruments marked with can stream audio from top switch position. If unsure, contact your hearing professional.

6. Plug the power adaptor into the wall socket.

7. Insert the power adaptor microUSB connector into the rear of SurfLink Media 2 (jack #5).
8. Turn on SurfLink Media 2 by pressing the front power button until it glows blue.

9. If the rear LED glows solid green, then SurfLink Media 2 is detecting an incoming audio signal.

Tip: If the LED does not illuminate, recheck your setup or review Troubleshooting section on page 17.

10. Power on your hearing instruments. Go to a memory environment that supports audio streaming.

If your hearing professional set up your hearing instrument(s) to:

- Automatically stream audio, you should now hear audio in your hearing instruments.
- Manually stream audio, then you will need to use the Favorite button (3) on your remote control to start the audio stream.

11. Slide your finger on the upper blue LED bar to set Volume Control to a comfortable level (60% or higher).

- Slide your finger on the lower blue LED bar to set Streaming Activation Control to far right (100%).

12. To stop streaming,

- Turn off SurfLink Media 2 (6)
  OR
- Press Favorite button (2) on your remote control.

Connecting to Power

To apply power to SurfLink Media 2:

1. Plug the power adaptor into a wall socket.

2. Insert the power adaptor cable into Power Supply (jack #5).
Using with External Microphone

1. If there are no AUDIO OUT jacks available on your electronic audio source, then an external microphone can capture audio.

2. Insert the microphone cable into rear of SurfLink Media 2 (jack #1).

3. Place the microphone near an active speaker.

Connecting to Electronic Audio Sources

There are different ways to attach your electronic audio source to SurfLink Media 2. Carefully examine your electronic audio source to determine which AUDIO OUT options it offers.

- Analog RCA
  - Insert cable into the AUDIO OUT jack on your electronic audio source
  - Attach the other end of cable to the rear of SurfLink Media 2
  - Use jack #1

- Digital S/PDIF Optical Toslink
  - Insert cable into the AUDIO OUT jack on your electronic audio source
  - Attach the other end of cable to the rear of SurfLink Media 2
  - Use jack #2

- Digital S/PDIF Coaxial
  - Insert cable into the AUDIO OUT jack on your electronic audio source
  - Attach the other end of cable to the rear of SurfLink Media 2
  - Use jack #3

TIP: If your electronic audio source has multiple AUDIO OUT jacks, only use one. You can connect SurfLink Media 2 to multiple electronic audio sources by using a combination of different cable styles.

TIP: The External Microphone takes priority over all incoming audio into SurfLink Media 2.
Configuring Audio Settings

Mono/Stereo Audio
The Mono/Stereo switch supports both Mono and Stereo audio streaming. When Mono is chosen, SurfLink Media 2 merges the left and right audio channels and streams combined audio to a hearing instrument.

Appropriate settings for Mono/Stereo switch are:
- **MONO** (left position) – if you wear one hearing instrument
- **STEREO** (right position) – if you wear two hearing instruments

Audio Fidelity
The vertical switch supports different audio fidelity formats. If you are unsure about which setting is appropriate for your hearing instruments, ask your hearing professional.

Hearing instruments marked with ( Mono/Stereo) can successfully stream audio from either the top or bottom switch position. The best audio quality is experienced from the top position.

All wireless hearing instruments are capable of streaming audio from the bottom position (Mono/Stereo). Wireless hearing instruments without a ( Mono/Stereo) marking cannot stream audio from the top switch position, as they are incompatible with that audio format.

LED Indicator
The rear LED indicator provides helpful information about SurfLink Media 2:

<table>
<thead>
<tr>
<th>LED BEHAVIOR</th>
<th>SURFLINK MEDIA 2 STATE</th>
</tr>
</thead>
</table>
| Off          | • SurfLink Media 2 is turned off.  
• SurfLink Media 2 does not detect any incoming audio. |
| Blinks 5 times | • During power up, LED blinks to signal SurfLink Media 2 is ready to stream audio.  
• When the ( Mono/Stereo) switch is changed, LED blinks as a reminder that a reboot is in process. |
| Solid Green  | • Incoming audio is available. |
| Blinking continuously | • Possible error condition. See Troubleshooting section on page 17. |

TIP: When transitioning between ( Mono/Stereo) audio formats, SurfLink Media 2 automatically resets and begins streaming the new audio format within 20 seconds.

When initially setting up SurfLink Media 2, a solid green LED confirms that an electronic audio source is outputting audio at a detectable level and the cable is properly attached to SurfLink Media 2. If you are not hearing streamed audio, troubleshoot by changing memories in your hearing instruments or by pressing the Favorite button (start/stop streaming) on your remote control.
Front Panel Overview

Power On/Off
The Power button turns on and off SurfLink Media 2. When the Power button glows blue, SurfLink Media 2 automatically streams audio when it is available. When SurfLink Media 2 is powered off, it automatically stops streaming audio.

Volume Control
The Volume Control slider bar allows a user to adjust the audio streaming level transmitted to a hearing instrument. The blue light bar indicates the current volume level with more dots indicating higher volume. To change the audio streaming level, slide your finger left or right to find a comfortable listening position. Volume adjustments made on SurfLink Media 2 do not affect a hearing instrument microphone volume level, nor do they affect the volume setting of the electronic audio source. Note: For best audio quality, the volume control should be set at 60% or higher.

Streaming Activation Control
The Streaming Activation Control slider bar modifies the distance that hearing instruments will be able to start streaming. The blue light bar indicates the current distance where a streaming session begins with more dots indicating greater distance. Slide your finger to the right to increase the distance where you want to be able to start streaming. Most users will be successful with the blue light bar fully illuminated to the right. Once hearing instruments are actively streaming, they will continue streaming until they move outside the maximum range of SurfLink Media 2. The Streaming Activation Control has no effect on the maximum audio streaming range, which is fixed and not user adjustable.

Audio streaming automatically stops when an incoming audio signal is not detected. Even though incoming audio may still be present, its volume level may be too low to provide acceptable streaming sound quality. When SurfLink Media 2 detects “meaningful” audio input (above a certain volume threshold), it will automatically start streaming audio. When using an external microphone (jack #1), SurfLink Media 2 will continue to stream, even if the room is very quiet.

For best sound quality, we recommend maximizing (50% or higher) the volume from an electronic audio source. For example, most television and computer headphone jacks allow a user to turn up the audio being sent from the Audio Out jack.

TIP: Each audio input jack has a different Volume Control level, as the output levels from electronic audio sources vary significantly.

TIP: During initial setup, a solid green LED confirms a proper cable hookup between SurfLink Media 2 and your electronic audio source.

TIP: For best sound quality, maximize (50% or higher) the volume from your electronic audio source.

TIP: Streaming Activation Control has no effect on the maximum audio streaming range.
Starting and Stopping

A hearing professional can set up your hearing instruments to start audio streams in two different ways:

- **“Automatic” streaming** – hearing instruments will start streaming when they are both within the Streaming Activation distance and in a memory environment that is enabled for streaming.

- **“Manual” streaming** – hearing instruments will start streaming when they are within the streaming activation distance, they are in a memory environment that is enabled for streaming and the user selects the Favorite button (\(\text{F} \)) on a remote control. This method requires either a SurfLink Advanced Remote or SurfLink Mobile accessory.

To stop audio streaming, you can:

- Turn off SurfLink Media 2.
- Press Favorite button (\(\text{F} \)) on your remote control.
- Change to a hearing instrument memory environment that is not enabled for audio streaming.
- Power off electronic audio source.

Interoperability with Other Accessories

On a remote control, the Favorite button (\(\text{F} \)) can be used to start and stop audio streaming. To use a remote control during audio streaming, aim the remote control directly at SurfLink Media 2 as the command is actually relayed by SurfLink Media 2 to the hearing instruments.

If you also use a SurfLink Mobile, phone call streaming will take priority over SurfLink Media 2 audio streams. When a SurfLink Mobile phone call stream ends, SurfLink Media 2’s audio stream automatically returns to a hearing instrument.

<table>
<thead>
<tr>
<th>SYMPTOM / ISSUE</th>
<th>POSSIBLE CAUSE</th>
<th>POSSIBLE REMEDY</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (or both) hearing instruments unexpectedly drops out of audio streaming.</td>
<td>Hearing instruments may be on the edge of wireless range.</td>
<td>Move closer to SurfLink Media 2.</td>
</tr>
<tr>
<td></td>
<td>Battery level in hearing instrument can no longer support audio streaming.</td>
<td>Replace hearing instrument battery with new one.</td>
</tr>
<tr>
<td></td>
<td>SurfLink Media 2 may not be positioned for optimal streaming.</td>
<td>Re-orient SurfLink Media 2 spatially by turning a few degrees to right or left.</td>
</tr>
<tr>
<td></td>
<td>Large object, such as furniture or a wall, may be degrading signal.</td>
<td>For best performance, your hearing instruments should be within line-of-sight and about the same elevation as SurfLink Media 2.</td>
</tr>
<tr>
<td>LED is solid green, but no streamed sounds are heard in the hearing instruments.</td>
<td>Hearing instruments are not within wireless range.</td>
<td>• Move closer to SurfLink Media 2.</td>
</tr>
<tr>
<td></td>
<td>Telephone memory may be active.</td>
<td>• Adjust the Streaming Activation Control slider to the far right.</td>
</tr>
<tr>
<td></td>
<td>Current audio fidelity setting is not supported by hearing instrument.</td>
<td>When telephone memory is active, streaming is stopped. Ensure hearing instrument is in a memory capable of streaming.</td>
</tr>
<tr>
<td></td>
<td>Audio cable may be connected to “audio IN” on electronic audio source.</td>
<td>Current audio fidelity setting is not supported by hearing instrument.</td>
</tr>
<tr>
<td></td>
<td>No incoming audio signal is available.</td>
<td>Ensure the cable is plugged into “audio OUT” jack on the electronic audio source.</td>
</tr>
<tr>
<td>LED is off, but SurfLink Media 2 appears to be on.</td>
<td>Electronic audio source output is not correct format.</td>
<td>Set the digital output on your electronic audio source to PCM. Audio formats not compatible with SurfLink Media 2 include RAW, Dolby Digital®, AC3 and MPEG.</td>
</tr>
<tr>
<td></td>
<td>Streamed audio is not synchronized with the television picture.</td>
<td>Many new televisions (such as HDTVs) take a long time to process the video signal, so they may delay the audio to maintain synchronization.</td>
</tr>
<tr>
<td></td>
<td>LED is blinking continuously.</td>
<td>Possible error condition.</td>
</tr>
<tr>
<td></td>
<td>Streamed audio is not synchronized with the television picture.</td>
<td>• Try using another audio output jack (which may require a different type of cable) on your television.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Try using another electronic audio source. For example, if currently using cable box, try the audio OUT on a television or vice-versa.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Some electronic audio sources (such as televisions or AV receivers) have a built-in option to adjust the timing sequence of audio and video.</td>
</tr>
</tbody>
</table>
Safety Information

Intended Use

The SurfLink Media 2 is an accessory to wireless hearing instruments and is intended to improve signal to noise ratios between the selected entertainment media source and wireless hearing instruments by wirelessly streaming audio data directly to the hearing instruments.

Your SurfLink Media 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, 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 Media 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.

Your SurfLink Media 2 should be stored within the temperature and humidity ranges of -40˚C (-40˚F) to +60˚C (140˚F) and 10%-95% relative humidity.

Your SurfLink Media 2 is designed to operate indoors in the range of temperatures from 10˚C (50˚F) to 40˚C (104˚F).

International Use

Your SurfLink Media 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 to other electronic devices, or other electronic devices may cause interference to your SurfLink Media 2.

WARNING: Use of SurfLink Media 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 SurfLink Media 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 SurfLink Media 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 Media 2 operates in the 902-928 MHz frequency band with a maximum effective radiated power of 14.5 dBm with transmission modulation type of 723KF1D. The receiver section of the radio has a bandwidth of 300 kHz.

The European version of SurfLink Media 2 operates in the 863-865 MHz frequency band with a maximum effective radiated power of 9 dBm with transmission modulation type of 342KFXD. The receiver section of the radio has a bandwidth of 300 kHz.

SurfLink Media 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 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.
- **Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.**

Regulatory Notices

FCC ID: EOA-TV G722
IC: 4109A-TVG722 (Model 210)

**FCC Notice**

This device complies with part 15 of the FCC rules and with Industry Canada license-exempt RSS standards. 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.

**EU NOTICE**

Hereby, Starkey Hearing Technologies declares that the product listed above 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

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Waste from electronic equipment must be handled according to local regulations.