# Table of Contents

- **Introduction** 4
- **Terminology** 5
- **SurfLink Mobile Overview** 6
  - Touch Screen Display 7
  - On/Off Button 8
  - Volume Up 8
  - Volume Down 9
  - Micro USB Port 9
  - SurfLink Mobile Microphone Ports 10
- **Accessories** 10
- **Getting Started / Setup** 12
  - Syncing Hearing Devices with SurfLink Mobile 12
  - Pairing Mobile Phone with SurfLink Mobile 14
- **Operation** 18
  - Adjusting Your Hearing Devices 18
  - Streaming Phone Calls 20
  - Streaming Audio 24
- **Settings** 28
  - Bluetooth 28
  - Hearing Devices 28
  - Tools 29
- **Required Information** 44
- **FCC Information** 46

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For more information about SurfLink Mobile, please contact NewSound Hearing Aid Centers
1-877-55-SOUND
www.newsoundhearing.com
Introduction

The SurfLink Mobile device is designed to interface with your wireless hearing devices in multiple ways:

• As a cell phone streaming device
• As an audio streaming device from:
  – Bluetooth devices
  – Wired input connected via the micro USB port
  – SurfLink Mobile directional or omnidirectional microphones
• As a remote control to make hearing device settings adjustments

Terminology

Streaming/Audio Streaming – Sound is sent wirelessly from an audio device to the hearing devices via SurfLink Mobile.

Sync – To establish a connection between SurfLink Mobile and wireless hearing devices so that the hearing devices can receive streamed audio and settings changes from SurfLink Mobile.

Pair – To establish a connection between a Bluetooth device (e.g., mobile phone, MP3 player, laptop) and SurfLink Mobile for the purpose of streaming audio from the Bluetooth device to the hearing devices via SurfLink Mobile.

Assistive Listening Device – A device used to overcome listening challenges resulting from distance from a sound source, background noise or reverberation by sending the sound source directly to the listener.

Directional – A microphone designed to receive sound from a particular direction (in front of the microphone) and to reduce the level of sounds from other directions. Directional microphones are useful for listening to a single speaker in the presence of background noise.

Omnidirectional – A microphone which receives sounds from all directions. Omnidirectional microphones are useful for listening to multiple speakers in quiet environments.

Bluetooth – Wireless communication technology used for audio and data transmission over short distances between two paired devices.
SurfLink Mobile Overview

1. On/Off Button
2. Volume Up/Down Buttons
3. Touch Screen
4. Micro USB Port
5. Built-In Microphone Ports

**Touch Screen Display**

The SurfLink Mobile device incorporates a full-color display with an innovative touch screen to control all features of the device. Press and release the Touch Screen display buttons to make selections via the Touch Screen.

The taskbar at the top of the display provides information about the SurfLink Mobile device battery status as well as indication of the Bluetooth antenna On state.

![Battery Status](image)

When the SurfLink Mobile Bluetooth antenna is On, ![Bluetooth On](image) will display on the left end of the taskbar. When the Bluetooth antenna is Off, no symbol will display.

Status of the SurfLink Mobile rechargeable battery will be provided as follows:

- Fully charged
- 80% charged
- 60% charged
- 40% charged
- 20% charged
- <20% charged
- Charging
On/Off Button

To turn the SurfLink Mobile device **On**, press and hold the **On/Off button** until the touch screen display powers on.

When the SurfLink Mobile device is **On**, you can put the device into **Sleep Mode** by a short press and release of the **On/Off button**. In Sleep Mode, the device is still **On**, but the Touch Screen display is turned off. Sleep Mode can be used to prevent accidental input to the Touch Screen display as well as a way to preserve SurfLink Mobile battery life during use. SurfLink Mobile will automatically enter Sleep Mode to conserve power when no Touch Screen input is received for one minute. To **wake** the screen, press and release the **On/Off button**, then press the **push to unlock button** on the screen.

To turn the SurfLink Mobile device **Off**, press and hold the **On/Off button** until the Touch Screen displays the “Powering Down” message and the device turns off.

Volume Down

To **decrease the volume of sounds** coming through the wireless hearing device, press and release the **Volume Down button** on the side of the device. Continue to press and release until the desired volume is reached.

Micro USB Port

The Micro USB port is used for recharging the SurfLink Mobile rechargeable battery as well as for streaming audio from a wired input.

To **recharge** the SurfLink Mobile battery, connect the battery charging cable to the Micro USB port on the SurfLink Mobile device (Figure 1) and attach the USB connector of the charging cable to the wall charging adaptor (Figure 2). Plug the wall charging adaptor into a power outlet.

**Note:** Charging time from fully depleted to full charge is approximately three hours. It is important that the SurfLink Mobile battery be fully charged and fully depleted at least three times during initial use to calibrate the battery indicator shown on the device screen. Until this occurs, the battery indicator will not accurately reflect remaining battery life.
SurfLink Mobile Microphone Ports

SurfLink Mobile incorporates both a Directional microphone and Omnidirectional microphone for use in streaming audio as an assistive listening device. The Directional microphone is intended to focus primarily on a single speaker, whereas the Omnidirectional microphone can be used to pick up multiple speakers in a quiet environment. Selection of the microphones for streaming is done from the Streaming screen – see page 25 for more information.

Accessories

SurfLink Mobile comes with clip and lanyard accessories, which allow the device to be worn for hands-free use. The accessories include a base clip and interchangeable lanyard and clip attachments.

Slide the desired attachment option (lanyard or clip) onto the base clip, then attach the base clip to SurfLink Mobile by orienting the clip according to the shadowed outline of the base clip on the back of the device (Figure 3).

To interchange attachments, remove the base clip from SurfLink Mobile, then press down on the release tab (Figure 4) of the base clip to unlock and slide the attachment out of position toward the center of the base clip (Figure 5), where it can be removed (Figure 6). Insert the desired attachment into the center position of the base clip (Figure 7) and slide into position at one end of the base clip to lock the attachment into place (Figure 8).

The Audio Line-In Adaptor allows SurfLink Mobile to be connected to any audio device with a 3.5 mm audio jack. Simply connect the micro USB end of the adaptor to SurfLink Mobile (Figure 9) and connect the 3.5 mm jack to the headphone jack of the audio device. See page 24 for instructions on streaming audio to the hearing devices via SurfLink Mobile.
Getting Started / Setup

Syncing Hearing Devices with SurfLink Mobile

To use SurfLink Mobile with your wireless hearing devices, you must first sync the hearing devices with SurfLink Mobile:

1. Navigate to the **Settings screen** using the navigation arrows at the bottom of the touch screen display.

2. On the Settings screen, select **Hearing Devices**.

3. Press the **Sync New button** to put the SurfLink Mobile device into syncing mode.

4. Follow the on-screen instructions to open and close the battery door of the hearing devices you wish to sync with SurfLink Mobile.
1. Navigate to the **Settings screen** using the navigation arrows at the bottom of the touch screen display.

2. On the Settings screen, select **Bluetooth**.

3. Ensure that the Bluetooth mobile phone is turned On with Bluetooth enabled and is within 10 meters/30 feet of the SurfLink Mobile device.

5. The hearing devices will be detected by SurfLink Mobile and the serial numbers will be shown on the display. If you wish, you can present a tone in the hearing devices to confirm that the correct devices were detected by selecting the **Play Tone button**. Otherwise, press the **Sync button** to complete the syncing process.

   **Note:** When syncing is successful, you will see a success message on the SurfLink Mobile display and you will hear a sustained success tone presented through the hearing instrument.

6. Your wireless hearing devices and SurfLink Mobile device will now work together as a wireless system.

**Pairing Mobile Phone with SurfLink Mobile**

To stream calls from a mobile phone using SurfLink Mobile, you must first pair the mobile phone with SurfLink Mobile:
4. Press the **Pairing Mode button** in the center of the screen. This button will remain active for the duration of the Bluetooth pairing process.

![Pairing Mode Button](image)

5. Confirm the Bluetooth pairing from the mobile phone. If you are unsure of how to get your mobile phone to recognize Bluetooth devices, consult the manufacturer of your phone.

6. Once the pairing process is complete, the **Bluetooth Pairing Confirmation screen** will display on the SurfLink Mobile device.

![Confirmation Screen](image)

7. Select a graphic icon to represent the mobile phone device by pressing the **Choose Device Label button**. The recommended graphic icon is the Cell Phone graphic. Use the up/down arrows as needed to page through the list of available graphic icons.

![Choose Device Label](image)

8. Once the graphic icon has been selected, the **Bluetooth Devices screen** will appear and will show the newly paired mobile phone in the list of available paired Bluetooth devices.
**Operation**

### Adjusting Your Hearing Devices

**To make hearing device adjustments via SurfLink Mobile, use the Remote screen:**

1. The **Remote screen** is the default screen when you power on SurfLink Mobile. This screen is also accessible from the Streaming and Phone Call screens, allowing you to adjust your hearing devices while streaming audio.

2. From the Remote screen, you can make the following hearing device adjustments:

   **Left / Binaural / Right Control** – use these buttons to specify whether remote control adjustments will be made to a single hearing device or both hearing devices at the same time.

   **Volume Up / Down** – make adjustments to overall volume of all sounds coming through the hearing devices.

   **Memory Change** – cycle through the various memories that are programmed into the hearing devices.

   **Mute / Unmute** – temporarily turn off all sound coming through the hearing devices by pressing this button. Unmute the hearing device by pressing the Mute button again.

   **Note:** *When the hearing devices are muted, pressing any button on the Remote screen will also unmute the hearing devices and perform the function of the button selected.*

   **Favorite** – select to activate the Favorite setting that is programmed into the hearing devices. Ask your hearing professional if your hearing device has a Favorite.

   **Home** – reset the hearing devices to Memory 1 at the power-on volume level.
Streaming Phone Calls

An incoming call is received by the paired mobile phone:

1. When SurfLink Mobile is On and an incoming call is received by the paired mobile phone, the **Incoming Call screen** will appear on the SurfLink Mobile touch screen display.

2. **Answer** the call via the SurfLink Mobile device by pressing the **Answer button**.

   **Note:** The call can also be answered via the paired mobile phone. With some mobile phones, in order to use SurfLink Mobile to stream the call by default, you need to answer the call via SurfLink Mobile; answering on the phone will use the phone speaker and microphone by default.

3. To **Decline** the call, either press the **Do Not Answer button** OR press any of the switches on the case of the SurfLink Mobile device.

4. **JustTalk**, which uses the Hearing Device Microphone , or the **SurfLink Mobile Microphone** can be used to pick up your voice for transmission to the person on the other end of the phone call. Toggle the **Voice Pickup button** to select the desired option.

   **Note:** When using the SurfLink Mobile microphone, the SurfLink Mobile device should be worn within 12 inches of your mouth for optimal voice pickup. The lanyard accessory is designed to assist in this situation.

5. Use the side volume buttons to adjust the level of the mobile phone streamed audio signal.
4. You can mute your voice during a phone call by pressing the **Mute button**.

5. During any mobile phone call, use the **Remote** tab to make hearing device adjustments. The **Favorite button** provides an audio swap function during mobile phone calls, which allows the mobile call to be conducted on the mobile phone instead of streamed to the hearing devices via SurfLink Mobile. Press the **Favorite button** to disconnect the Bluetooth link between SurfLink Mobile and the mobile phone and conduct the call using the mobile itself. Press the **Favorite button** again to reestablish the Bluetooth connection between the mobile phone and SurfLink Mobile in order to stream the call to the hearing devices using SurfLink Mobile.

6. To end the call, press the **End Call button**.

**Note:** The SurfLink Mobile device should be kept within 1-2 meters/3-6 feet of the hearing devices during cell phone streaming.

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A phone call is in progress and a second call is received from that phone (call waiting):

1. If an incoming call is received during an active mobile phone call, the **Call Waiting Incoming Call screen** will display:

2. Press **Do Not Answer** to ignore the second call and continue with the active call uninterrupted.

3. Press **End Call + Answer** to put the active call on Hold and Answer the second call.

4. Press the **Swap Call button** to switch between the two calls by putting the active call on Hold.
5. To end the active call, press the **End Call button**. The call on hold will become the active call.

**Streaming Audio**

The SurfLink Mobile device can be used to stream audio wirelessly:
- From a Bluetooth entertainment device
- Via wired input from an audio device
- From the SurfLink Mobile device microphones

To stream audio via SurfLink Mobile:

1. Navigate to the **Streaming screen**.

2. Select the desired streaming input at the top of the screen by pressing the **Input button**.

The SurfLink Mobile directional microphone **Focus** and omnidirectional microphone **Surround** Input buttons are always available for selection.

The **Wired Streaming Input button** will be available for selection when the wired Audio Line-In Adaptor is detected.

The **Bluetooth Streaming Input button** will be available for selection when the Bluetooth antenna is On, at least one Bluetooth entertainment device has been paired with SurfLink Mobile and that entertainment device is On, within range of SurfLink Mobile and is playing audio. When multiple paired Bluetooth devices are available, the **Bluetooth Streaming Input button** will page through the list of available paired Bluetooth devices.
3. Select **Start** to begin streaming audio from the selected input.

   ![Start Button]

   **Note:** When you start a streaming session using the directional microphone **Focus Input button** and you select Start, a prompt will appear to remind you to point the SurfLink Mobile microphone toward the sounds that you want to hear. It is also important, especially in noisy environments, to move the SurfLink Mobile as close as possible to the sound source.

4. Select **Stop** to end the audio streaming session.

   ![Stop Button]

   **Note:** The SurfLink Mobile device should be kept within 3-4 meters/9-12 feet of the hearing devices during audio streaming from the Streaming screen.
Settings

To customize SurfLink Mobile settings, navigate to the Settings screen:

There are three main settings options to support the following functions:

Bluetooth

- Turn the Bluetooth antenna On/Off
- Pair SurfLink Mobile with Bluetooth devices for audio streaming
- Manage paired Bluetooth entertainment devices

Hearing Devices

- Sync your hearing devices with SurfLink Mobile

Tools

- Brightness – Adjust display brightness
- Language – Select Language for text
- Screens – Set screen defaults and view device information

Bluetooth

Turn the Bluetooth Antenna On/Off

1. Select Bluetooth from the Settings screen.

2. To turn the Bluetooth antenna On, select the Bluetooth On button.
The Bluetooth antenna must be On to stream audio from your paired mobile phone or Bluetooth entertainment device.

3. To turn the Bluetooth antenna Off, select the Bluetooth Off button.

The Bluetooth antenna should be Off if:

- You do not wish to stream audio from your paired mobile phone or Bluetooth device
- You wish to conserve SurfLink Mobile battery life
- You are traveling on an airplane or are in an area in which wireless signals are not permitted

Pairing SurfLink Mobile with a Bluetooth entertainment device:

1. Select Bluetooth from the Settings screen.

2. Ensure that the Bluetooth device with which you want to pair the SurfLink Mobile is turned On and is within 10 meters/30 feet of the SurfLink Mobile device.

3. Press the Pairing Mode button in the center of the screen. This button will remain active for the duration of the Bluetooth pairing process.
4. Confirm pairing to SurfLink Mobile from the Bluetooth device. Some Bluetooth devices require that you enter the PIN of the device being paired; the SurfLink Mobile Bluetooth PIN is 0000.

5. Once the pairing process is complete, choose a graphic icon to label the device by pressing the Choose Device Label button.

6. Once the graphic icon has been selected, the Bluetooth Devices screen will show the newly paired Bluetooth entertainment device in the list of paired Bluetooth devices.

Manage Paired Bluetooth Devices

1. Select Bluetooth from the Settings screen.

2. Select the Devices button to view the list of paired Bluetooth devices.

3. Select the device you want to manage to navigate to the screen for that device.
4. Select the **Change List Order button** to move the device in the list using the up/down arrows.

5. Select the **New Label button** to choose a different graphic for the selected device. Once the label has been selected, the graphic will appear next to the device name in the list of paired devices.

6. Select the trash can button to **Delete** the device pairing and remove the device from the list.

**Bluetooth Connection Status**

1. When a paired Bluetooth device is actively connected to SurfLink Mobile, the **Bluetooth connection** symbol will appear next to the device name on the **Bluetooth Devices screen**.

2. To see detail regarding the type of Bluetooth connection in use between SurfLink Mobile and the Bluetooth device, select the button for the Bluetooth device to navigate to the screen for that device.

3. “**Handsfree**” will display when the devices are connected using the Bluetooth HandsFree Profile (HFP), which is the type of connection required for mobile phone call streaming from the Phone screen. “**Media**” will display when the devices are connected using the Advanced Audio Distribution Bluetooth Profile (A2DP), which is the type of connection required for audio streaming from a Bluetooth entertainment device from the Streaming screen.
Hearing Devices

1. Select **Hearing Devices** from the **Settings screen** to view the serial numbers of the synced wireless hearing devices.

2. To **Delete** a synced hearing device, select the device serial number then press the trash can button 🗑️.

3. To sync SurfLink Mobile with new hearing devices and overwrite existing hearing device syncing, select the **Sync New button** to put the SurfLink Mobile device into syncing mode.

   **Note:** *SurfLink Mobile can be paired with one right and one left hearing device at a time.*

4. Open and close the battery door of the hearing device you wish to sync with SurfLink Mobile.

5. The hearing devices will be detected by SurfLink Mobile. Select the hearing device serial numbers and press the **Sync button** to complete the syncing process.

6. The wireless hearing devices and SurfLink Mobile device will now work together as a wireless system.
Tools

Brightness

1. Select Brightness from the Settings screen to adjust the touch screen display brightness.

2. Select the + or - buttons to adjust the display brightness.

3. Select OK to accept Touch Screen display brightness adjustments.

4. Select Cancel to reject adjustments and continue with previous brightness settings.

Language

1. Select Language from the Settings screen

2. Choose the desired language version from the list of available language translations.

3. Select OK to accept the new language selection.

4. Select Cancel to reject the change and continue with the previous language selection.

Screens

Device Options

1. Select either the Remote or Streaming screen as the Default screen when the SurfLink Mobile device is powered On.
2. The selected default screen will show as active/highlighted in blue. SurfLink Mobile comes with the Remote screen set as the default screen.

3. Select **Button Labels** to be On or Off. SurfLink Mobile comes with the Button Labels defaulted On.

4. Select either Hide or Show to have the **Streaming screen** included in the screen navigation or not. SurfLink Mobile comes with the Streaming Screen shown.

**Phone Options**

1. Select **Stream Phone Ring** to be On or Off. SurfLink Mobile defaults to phone ring streaming Off. If this feature is turned On, the mobile phone ring tone will be streamed via SurfLink Mobile to the hearing devices for any incoming call.

2. Select Show or Hide to have **JustTalk mode** as an available option for Voice Pickup on the Phone Call screen. SurfLink Mobile comes set with Show as the default.

**Note:** Hiding JustTalk mode will extend hearing aid battery life while streaming mobile phone calls.
Remote Options

Choose Advanced, Intermediate or Basic functions for the Remote screen by selecting the appropriate button. SurfLink Mobile comes set with Advanced as the default.

About

The About screen provides device information.
Waste from electronic equipment must be handled according to local regulations.

**Instructions for Disposal of Old Electronics**

Paradigm encourages, and your local community laws may require, that your SurfLink Mobile device 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 device.

**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 device
- 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 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 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 should not be used during an MRI procedure.

**Use on Aircrafts**

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

**International Use**

SurfLink Mobile 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.

The battery in your SurfLink Mobile is not replaceable. Do not attempt to replace the battery.
FCC Information

FCC ID: EOA-CPED
IC: 6903A-CPED

Bluetooth Qualified Design Listing: B019453

FCC Notice
This device complies with part 15 of the FCC rules and with RSS-210. 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
Cet appareil est conforme avec la partie15 des règles de la FCC et du RSS-210. L'utilisation est assujettie à deux conditions: (1) Cet appareil ne doit pas causer d’interférence nuisible et (2) ce dispositif doit accepter l’interférence reçue incluant l’interférence qui pourrait causer des opérations indésirables pour l’appareil.

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, Paradigm declares that the SurfLink Mobile is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be obtained from the addresses below.

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