

Cochlear™ Baha® 5 Sound Processors

Bimodal Pairing and Streaming Manual



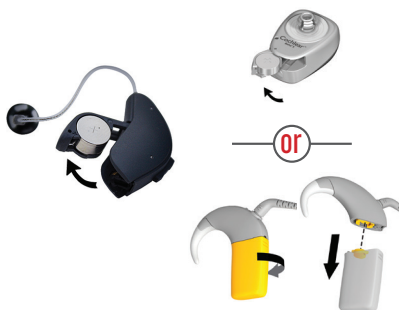
ReSound GN

Microphone Pairing

Before You Begin:

Ensure microphone is fully charged, Cochlear™ Baha® Sound Processor has a fresh battery, and hearing aid has a new battery. You may experience connectivity issues if battery power is low.

- 1 Turn off ReSound Hearing Aid and Baha 5 Sound Processor.



- 2 Turn on microphone.



- 3 Locate and press the round pairing button on back of the microphone by the clip. Press number of times (1, 2, or 3) for channel allocation.



NOTE: The microphone LED will flash yellow indicating that pairing mode has been activated. The number of flashes indicates the channel selection. Pairing mode is active for 20 seconds.

Pushes	Light Indicator Pattern	Channel
1	• • •	1
2	• • • • •	2
3	• • • • • • • • •	3

- 4 Turn on ReSound Hearing Aid. The hearing aid pairing is successful when the yellow flashing light on the microphone turns solid.



- 5 The yellow light will go back to flashing when ready for the Baha 5 Sound Processor pairing.



- 6 Turn on Baha 5 Sound Processor by closing the battery door.

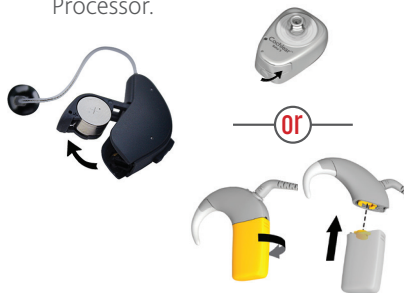


- 7 Pairing is successful when an audible melody plays in the sound processor and hearing aid.



Microphone Streaming

- 1 Turn on ReSound Hearing Aid and Cochlear™ Baha® 5 Sound Processor.



- 2 Turn on microphone.



NOTE: Streaming must be started and stopped on each device individually.

- 3 **Baha 5 Sound Processor**
Choose from one of the 4 options below to start streaming.

Baha 5 Sound Processor
Press and hold the push button for 3 seconds. Repeat to correspond to channel.



Baha® Remote Control 2***
Press the Streaming Button. Repeat to correspond to channel.

Baha® Smart App
Swipe left from main screen, select desired accessory.

Baha® Control App
Select menu item in upper right corner, select desired accessory.

- 4 **ReSound Hearing Aid**
Choose from one of the 5 options below to start streaming.

ReSound Hearing Aid
Press and hold the push button for 3 seconds. Repeat to correspond to channel.



ReSound Unite Remote Control 2***
Press the Streaming button. Repeat to correspond to channel.



ReSound Smart App*
From home screen, swipe right, and select desired accessory.

iPhone® Triple Click*
Press home button 3 times, scroll to bottom of screen, and select desired accessory.

ReSound Control App**
Select menu item in upper right corner, select desired accessory.

* Only for MFi enabled devices
** Must have Phone Clip paired to hearing aid and phone.
*** Baha Remote Control 2 and ReSound Unite Remote Control 2 cannot be paired bimodally

Microphone FAQs

Connectivity

Q: How far from the microphone can I hear the sound?

A: You should be able to hear the streamed signal over 80 feet (25 meters) from the microphone in ideal, clear line of sight situations where the microphone is facing the hearing devices. If the sound does not come through clearly, you may have to move closer to the microphone. Range varies depending on the environment.

Q: How do I stop streaming through the microphone?

A: Short-press the push button on the hearing aid or button on Baha Sound Processor (top button on Baha 5 and 5 Power, front button on SuperPower).

Q: How many hearing devices can the microphone be paired with?

A: The microphone can be paired with as many hearing devices as you need. For example, in a classroom setting one microphone worn by the teacher could be paired to each compatible sound processor worn by members of the class.

Q: What happens if I get a phone call via my phone clip while I am using my microphone?

A: If you are using the telephone with phone clip the streaming via the microphone will be temporarily disrupted. When you have ended your phone call, streaming will resume.

Q: What causes a break in connection between the microphone and the hearing devices?

- A: 1) The microphone and hearing devices are not within wireless range: Ensure that the microphone and hearing devices are within wireless range.
- 2) The battery in the sound processor or hearing aid is depleted so that it no longer supports audio streaming. Replace the battery with a new one.
- 3) If the microphone battery is depleted, charge the microphone for a minimum of 3 hours.

Q: How many microphones can I have connected to my hearing devices?

A: Your sound processor(s) can be paired with up to three "shareable" Wireless Accessories (*microphone and TV Streamer*) and one phone clip, making a total of four Wireless Accessories. The Remote Control does not impact the number of Wireless Accessories you can pair with.

Volume

Q: Where should I place the microphone?

A: Clip your microphone on the sweater, jacket or other clothing within a range of 4 - 8 inches (10-20 cm) from the speaker's mouth.

Q: Do volume adjustments on an auxiliary sound source affect the volume in my hearing devices?

A: Yes. Always try to adjust the volume on the auxiliary device to a comfortable level to minimize electrical noise. There is also a volume control on the side of the microphone.

Q: How do I adjust the volume on the microphone?

A: Adjusting the listening volume can be accomplished in a variety of ways. Keep in mind that volume adjustments apply to the streamed signal only, not the volume of normal environmental sounds.

- 1) Use the "+" and "-" keys on the microphone to adjust volume to a comfortable level. Make sure that your hearing devices are comfortably adjusted before you change the settings with the volume control. When turned ON the microphone automatically starts at the volume level last used. The line-in volume level will default to a pre-set level on power up.
- 2) The volume level can also be changed at the input source i.e. TV, ipod, or computer.

Q: Can I use the microphone as a table microphone?

A: The ReSound Micro Mic and Cochlear Mini Microphone 2 have been designed for person-to-person communication only, where the microphone user speaks into the microphone. The ReSound Multi Mic and Cochlear Mini Microphone 2+ have an omni microphone mode that is optimized for table or conference microphone use. When a table or conference microphone mode is desired, use the Multi Mic or Mini Mic 2+.

Microphone Troubleshooting

Symptom	Cause	Possible Remedy
Sound from the microphone isn't clear.	<p>This could be because the hearing devices are out of range of the microphone or the cable connecting the ReSound Multi Mic or Cochlear Mini Microphone 2+ to the auxiliary source may not be inserted properly.</p> <p>The microphone may be too close to other electrical devices such as a DVD player or stereo receiver causing interference.</p>	<p>A) Try shortening the distance between the hearing devices and the microphone.</p> <p>B) Check to make sure that it is not sitting on top of an electrical device.</p> <p>C) Ensure all cables are plugged in appropriately.</p>
Streaming signal disappears.	The hearing devices are out of range of the microphone. Try shortening the distance between the hearing devices and the microphone.	<p>A) You can be over 80 feet (25 meters) away from the microphone depending on the physical environment. If you get out of this range and return to range within 5 minutes the hearing devices will reconnect themselves.</p> <p>B) If you get out of range and don't return within 5 minutes simply start streaming again using one of the methods described in this brochure.</p>
	The cable connecting the microphone to the audio source is not inserted completely into the microphone.	Insert the cable completely.

Phone Clip Pairing

Before You Begin:

NOTE: Cochlear™ Baha® Sound Processors **CANNOT** be paired bimodally with the Phone Clip. The Phone Clip can only be paired with one hearing device; Baha 5 Sound Processor or hearing aid.

Ensure Phone Clip is fully charged and Baha 5 Sound Processor or hearing aid has a new battery. You may experience connectivity issues if battery power is low.

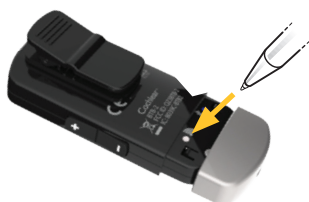
- 1 Turn off ReSound Hearing Aid.



- 2 Turn on Phone Clip and remove silver cap.



- 3 Press the white pairing button on Phone Clip.



NOTE: The Phone Clip LED will flash yellow indicating that pairing mode has been activated. Pairing mode is active for 20 seconds.

- 4 Turn on the Resound Hearing Aid. The hearing aid pairing is successful when the yellow flashing light on the Phone Clip turns solid.



- 1 Turn off Baha 5 Sound Processor.



- 2 Turn on Phone Clip and remove silver cap.



- 3 Press the white pairing button on Phone Clip.



NOTE: The Phone Clip LED will flash yellow indicating that pairing mode has been activated. Pairing mode is active for 20 seconds.

- 4 Turn on Baha 5 Sound Processor by closing the battery door.



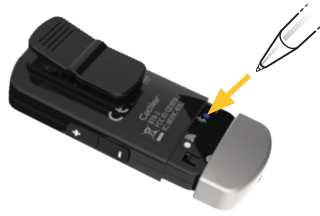
The Baha 5 Sound Processor pairing is successful when an audible melody plays in the sound processor.

Phone Clip Pairing with Mobile Phone

- 1 Turn on Phone Clip and remove silver cap.



- 2 Press blue Bluetooth® pairing button on Phone Clip.



NOTE: The LED will turn blue indicating that Bluetooth® pairing mode has been activated. Bluetooth® pairing mode is active for 2 minutes.

- 3 Turn on mobile phone's Bluetooth® function and search for new Bluetooth® devices. Select "Hearing Aid Phone" from the list.

NOTE: If mobile phone asks for passcode, enter "0000" (four zeros).

Phone Clip Streaming

Streaming:

Streaming is initiated automatically through the Bluetooth® paired device (e.g. *mobile phone*). The phone clip will automatically engage hearing devices when Bluetooth® paired device sends a Bluetooth® signal.

NOTE: Cochlear™ Baha® Sound Processors cannot be paired bimodally with the Phone Clip.

TV Streamer Pairing

Before You Begin:

Ensure your Cochlear™ Baha® 5 Sound Processor or hearing aid has a new battery. You may experience connectivity issues if battery power is low.

- 1 Plug power cable into TV Streamer, and plug into wall outlet.



- 2 Turn off either ReSound Hearing Aid or Baha 5 Sound Processor.



- 3 Press pairing button on TV Streamer. Press number of times (1, 2, or 3) for channel allocation.



NOTE: The TV Streamer LED will flash yellow indicating that pairing mode has been activated. The number of flashes indicates the channel selection. Pairing mode is active for 20 seconds.

Pushes	Light Indicator Pattern	Channel
1	• • •	1
2	• • • • •	2
3	• • • • • • • • •	3

- 4 Turn on ReSound Hearing Aid. The hearing aid pairing is successful when the yellow flashing light on the TV Streamer turns solid.



- 5 The yellow light will go back to flashing when ready for the Baha 5 Processor pairing.



- 6 Turn on Baha 5 Sound Processor by closing the battery door.

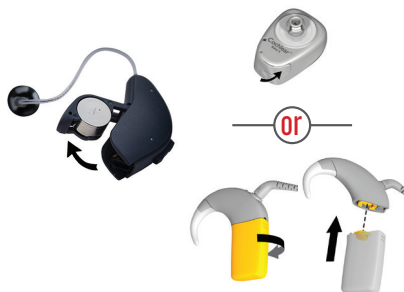


- 7 The Baha 5 Sound Processor pairing is successful when an audible melody plays in the sound processor.



TV Streamer Streaming

- 1** Turn on ReSound Hearing Aid and Cochlear™ Baha® 5 Sound Processor.



- 2** Connect audio cable from TV Streamer to Audio OUT on TV. See TV Streamer Guide for more information.



NOTE: Streaming must be started and stopped on each device individually.

- 3** **Baha 5 Sound Processor**
Choose from one of the 4 options below to start streaming.

Baha 5 Sound Processor
Press and hold the push button for 3 seconds. Repeat to correspond to channel.



Baha® Remote Control 2***
Press the Streaming Button. Repeat to correspond to channel.

Baha® Smart App
Swipe left from main screen, select desired accessory

Baha® Control App
Select menu item in upper right corner, select desired accessory

- 4** **ReSound Hearing Aid**
Choose from one of the 5 options below to start streaming.

ReSound Hearing Aid
Press and hold the push button for 3 seconds. Repeat to correspond to channel.



ReSound Unite Remote Control 2***
Press the Streaming button. Repeat to correspond to channel.



ReSound Smart App*
From home screen, swipe right, and select desired accessory.

iPhone® Triple Click*
Press home button 3 times, scroll to bottom of screen, and select desired accessory.

ReSound Control App**
Select menu item in upper right corner, select desired accessory.

* Only for MFi enabled devices
** Must have Phone Clip paired to hearing aid and phone.
*** Baha Remote Control 2 and ReSound Unite Remote Control 2 cannot be paired bimodally

TV Streamer FAQs

Connectivity

Q: How many Wireless TV Streamers can I pair my processor to?

A: Your sound processor can be paired to up to three sharable Wireless Accessories (*microphones and TV Streamers*) and one Phone Clip. The Remote Control does not impact the number of Wireless Accessories you can pair with.

Q: Which audio devices can be connected to the Wireless TV Streamer?

A: Any device with audio output and compatible connection jacks can be connected. For example, you can connect your TV, stereo and computer with the Wireless TV Streamer.

Q: How many hearing devices can the Wireless TV Streamer be paired with?

A: As many hearing devices as needed can be paired to a TV Streamer. For example, multiple family members can all pair to the same TV Streamer.

Q: Where should I place the Wireless TV Streamer?

A: You can place the TV Streamer next to the TV or anywhere that allows the TV Streamer to be in line of sight when streaming i.e. do not block the TV Streamer with objects. Do not place on top of other electrical objects as this may cause interference.

Q: How far from the Wireless TV Streamer can I hear the sound?

A: You should be able to hear the streamed signal clearly up to 23 feet (*7 meters*) from the TV Streamer. If the sound does not come through clearly, you may have to move closer to the TV Streamer.

Q: How do I connect the Wireless TV Streamer to the TV, stereo and computer?

A: Set up instructions are included with the TV Streamer. The basic premise is to connect the TV Streamer to the “audio out” jack on the audio device. Due to the large variation in audio devices globally, it is impossible to provide exact instructions for each type. For some devices there may be additional cables needed for connecting. Consult your local TV or audio technician if you experience difficulty getting the TV Streamer set up.

Q: My TV does not have RCA (*red and white*) audio out jacks; does that mean I can't use my TV Streamer?

A: Many newer TVs do not have the RCA audio out jacks but do have an optical audio out jack. This jack requires an additional optical (*Toslink*) cable to connect. The TV streamer comes with an Optical (*Toslink*) and RCA cable included.

Q: How do I stop streaming?

A: Short-press the push button on the hearing aid or button on Baha Sound Processor (top button on Baha 5 and 5 Power, front button on SuperPower).

Q: If the streamed signal disappears how do I reconnect?

A: If the streamed signal disappears it can be due to:

- 1) The hearing devices are out of range of the Wireless TV Streamer. Try shortening the distance between the hearing devices and the Wireless TV Streamer.
 - a. You can be up to 23 feet (*7 meters*) away from the Wireless TV Streamer. If you get out of this range and return to range within five minutes the hearing devices will reconnect themselves.
 - b. If you get out of range and don't return within five minutes you can simply connect the hearing devices following the instructions presented earlier in this guide.
- 2) The cable connecting the Wireless TV Streamer to the audio source is not inserted completely into the Wireless TV Streamer. Ensure that all cables are plugged in and the power is on.

Q: My TV system uses Dolby Digital, is this supported by the Wireless TV Streamer?

A: The TV Streamer supports the most common Dolby Digital formats; however, the following are not supported: Dolby Digital Plus (*requiring an HDMI interface*), Dolby TrueHD, Dolby Pro Logic, Dolby Digital EX, Dolby Digital Surround EX and AAC Advanced Audio Codec.

TV Streamer FAQs

Volume

Q: Does the volume on the sound source also affect the volume in my hearing devices?

A: Normally, it does not. To adjust the streamed sound from the TV, stereo or computer you can use the volume control on the top of the TV Streamer. If the Wireless TV Streamer is connected to the **headphone jack** on the TV, stereo or computer, volume adjustments on the sound source may also adjust the volume in the hearing devices.

Q: How do I adjust the volume?

A: Adjusting the listening volume can be accomplished in a variety of ways. Keep in mind that volume adjustments apply to the streamed signal only, not the volume of normal environmental sounds.

- 1) Use the "+" and "-" keys on the Wireless TV Streamer to adjust volume to a comfortable level. In most cases this adjustment should only be made one time, as the Wireless TV Streamer is intended as a "set and forget" type of device.
- 2) Depending on the audio device set up, volume can be further adjusted at the signal source, for example by turning the TV itself down. In many cases this will adjust the volume of both streamed audio (*transmitted wirelessly to your hearing devices*) and non-streamed audio (*sounds reaching the sound processor microphones in the normal fashion*). Of course, this will also affect listening volume for others in the room.

Q: Can I hear others while watching TV?

A: Depending on the mixing ratio of your sound processor microphones and the streamed audio, you can carry on a conversation while watching TV if you choose.

Q: What is the range of the volume setting on the TV Streamer?

A: The Wireless TV Streamer has a total volume range from -24 dB to +18 dB in 3 dB increments (*14 incremental steps total*). The default setting is 0 dB, meaning the sound signal is transmitted to the processors without any additional amplification. To return to default – press volume up 14 times (*to ensure at maximum volume*), then press volume down 6 times.

TV Streamer Troubleshooting

Symptom	Cause	Possible Remedy
Sound isn't clear.	The hearing devices are out of range of the Wireless TV Streamer.	Try shortening the distance between the hearing devices and the Wireless TV Streamer.
	The cable connecting the Wireless TV Streamer to the TV, stereo, computer or other audio sources is not inserted completely into the Wireless TV Streamer.	Ensure that all cables are plugged in and the power is on.
	The connecting cable to the audio source is not connected to the correct output.	Review the Instructions for Use and contact your local technician if unable to connect.
	The Wireless TV Streamer may not be positioned vertically for optimal streaming.	Check to make sure that the device is positioned in a vertical manner and not lying flat.
	The Wireless TV Streamer may be too close to other electrical devices such as a DVD player or stereo receiver.	Check to make sure that it is not sitting on top of an electrical device.
There seems to be an echo when I listen through the TV Streamer.	Very rarely there can be misalignment between the TV speakers and your sound processor (<i>echo</i>), or between the streamed audio and the TV pictures (<i>lip-sync problem</i>). This usually happens with more complex entertainment systems and set-top boxes where the TV Streamer is not connected directly to the TV.	The streaming delay from the TV Streamer can be adjusted by following the instructions that came packaged in the TV Streamer box.
I've paired to my TV Streamer and the yellow activity light is on but I don't hear any sound. When I start streaming, I hear the 3 tone chime and then about 10 seconds later, it beeps once and there is never any audio through my sound processor/hearing aid.	The beeps indicate that the sound processor is attempting to connect to the TV Streamer but there is no audio being sent so after 10 seconds the processor will "time out" and return to previous program.	Ensure you are selecting the right channel on your processor to stream from the TV Streamer (<i>channel 1, 2 or 3</i>).
		Review the set up steps and ensure that the TV Streamer is properly connected to audio OUT jacks.
The push button on the hearing instrument has been pressed for more than 3 seconds but with no effect at all.	The TV Streamer and hearing instrument have not been paired.	Carry out pairing process.
There is no sound in the hearing instruments although it is in the streaming program.	The TV Streamer and hearing instruments are not within wireless range.	Ensure that the TV Streamer and hearing instruments are within wireless range.
	The TV might have been powered off or the sound from the TV has been muted.	Power on or unmute the TV.

TV Streamer Troubleshooting

Symptom	Cause	Possible Remedy
The sound from the TV Streamer is distorted.	The audio input level from the TV is too high.	Adjust the volume using the volume button on the TV Streamer until the sound is no longer distorted.
The volume level from the TV Streamer is very low.	The audio input level from the TV is too low.	Adjust the volume using the "+" and "-" keys on the TV Streamer until the sound is sufficiently loud.
The sound from the TV Streamer is distorted or drop-outs occur from time to time.	The TV Streamer and hearing instruments are on the edge of the wireless range.	Move closer to the TV Streamer.
	The TV Streamer and hearing instruments are not within sufficient "line-of-sight".	Ensure that the TV Streamer is placed in an adequate position and that you are within normal reach without any significant obstacles obstructing the TV Streamer.
The sound from the TV Streamer is not synchronized with the TV picture.	Your TV is not able to synchronize the sound from the selected audio outputs and the picture.	If possible, try using another audio output from your TV. Alternatively, follow the instructions in the "If this does not help, contact your TV dealer" section. The TV Streamer audio streaming has almost no latency and does not contribute itself to any lip sync error.
The sound from the TV Streamer is not synchronized with the sound from the TV loudspeakers.	Your TV is not able to synchronize the sound from the selected audio outputs with the sound from the TV loudspeakers.	If possible, try using another audio output from your TV. Alternatively, follow the instructions in the "Adjustable delay mode" section of this user guide. If this does not help, contact your TV dealer. The TV Streamer audio streaming has almost no latency and does not contribute itself to any echo effects.
The sound from the hearing instruments is either too low or too high.	The audio input level is not suitable for listening.	Adjust the volume using the "+" and "-" keys on the TV Streamer until the sound is suitable. Alternatively, use the "+" and "-" keys on the Remote Control (optional) for this operation.
A sound processor unintentionally drops out of the streaming program.	The TV Streamer and hearing devices have been out of wireless range for more than 5 minutes. The battery in the hearing instrument is so depleted that it no longer supports audio streaming.	Ensure that TV Streamer and hearing devices are within wireless range and activate streaming again. Replace the battery in the hearing instrument with a new one.

General

Q: How do Cochlear™ products work with ReSound Hearing Aids?

A: ReSound wireless compatible hearing aids and Cochlear wireless compatible sound processors share a common 2.4 GHz platform. Specifically, this allows audio wireless accessories to stream to a Cochlear sound processor fitted to one ear and a ReSound wireless compatible hearing aid fitted to the other ear. The same audio stream is directed simultaneously to both devices.

Q: What audio wireless accessories stream to both a ReSound Hearing Aid and a Cochlear™ Baha® device?

A: The TV Streamer and microphone can stream to both a compatible ReSound Hearing Aid and Cochlear Baha 4 or Baha 5 Sound Processors. There are up to 3 channels available for the microphones and TV Streamers. The Phone Clip is an automatic streaming device and is made for single use.

Q: If I already have a ReSound Unite™ wireless accessory (Phone Clip or Microphone) do I need a Cochlear wireless accessory as well?

A: If you already have a ReSound Unite wireless accessory, that accessory will work with a compatible Cochlear product. If you already have a Cochlear wireless accessory, that accessory will work with compatible ReSound Hearing Aids.

Q: Can the Phone Clip from Cochlear or ReSound, stream phone calls to both a compatible ReSound Hearing Aid and Baha sound processor?

A: No, the Phone Clip can not be paired with both devices.

Q: Can the remote control from Cochlear or ReSound control both devices at the same time?

A: No, the remote controls will only work with the device with which it is currently paired. Only one device can be paired to a remote.

Q: How do you pair both a ReSound Hearing Aid and a Baha Sound Processor to wireless accessories and/or Apple products?

A: Pairing can be accomplished within the Cochlear Baha software or ReSound Aventa fitting software for pairing to their respective devices. Pairing can also be accomplished outside of the software by following the directions that come with each accessory. A video tutorial can be located at: www.Cochlear.com/us/wireless under "Easy to pair. Easier to use." iPhone® pairing can be accomplished by following the instructions provided with the Baha 5 (*not available with Baha 4*) or ReSound Hearing Aid. The iPhone® can only be paired with either the Baha 5 Sound Processor or ReSound Hearing Aid—not both. NOTE: During the pairing process the ReSound Hearing Aid must be paired first followed by Baha Sound Processor.

Q: Can the Cochlear Baha Sound Processor be fit wirelessly with Airlink 2?

A: Yes, wireless fitting is possible by selecting Airlink in the Cochlear Baha software.

Q: If there is a problem with a wireless accessory, which company should I contact?

A: If it is a Cochlear™ supplied and branded product, please contact Cochlear Americas for support at 1 800 483 3123. If it is a Resound branded product, please contact Resound for support at 1 800 248 4327.

Q: If there is a problem programming a wireless accessory for a customer with both a Cochlear hearing device and a Resound Hearing Aid, whom should I call?

A: You should call Cochlear's Support line at 1 800 483 3123 to receive support on pairing issues with a Cochlear product.

©2016 Cochlear Limited, all rights reserved. Trademarks and registered trademarks are the property of Cochlear Limited or Cochlear Bone Anchored Solutions AB.

©2016 The GN ReSound Group, all rights reserved. The trademarks listed are owned and used by The GN ReSound Group and its related affiliates.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Cochlear is under license.

©2016. Apple, the Apple logo, iPhone, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android and Google Play are registered trademarks of Google Inc. The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License.



www.Cochlear.com/US

Cochlear Americas

13059 East Peakview Avenue
Centennial, CO 80111 USA
Telephone: 1 303 790 9010
Support: 1 800 483 3123

Cochlear Canada Inc.

2500-120 Adelaide Street West
Toronto, ON M5H 1T1 Canada
Telephone: 1 416 972 5082
Fax: 1 416 972 5083

ReSound GN

www.ReSoundPro.com

Manufacturer according to FDA:

ReSound North America

8001 Bloomington Freeway
Bloomington, MN 55420
Telephone: 1 800 248 4327

ReSound Government Services

8001 Bloomington Freeway
Bloomington, MN 55420
Telephone: 1-800-392-9932

Manufacturer according to Health Canada:

ReSound Canada

303 Supertest Road
Toronto, Ontario M3J 2M4
Telephone: 1 888 737 6863



BUN414 ISS3 NOV16