

Instructions for use.
ConnectLine App for iPhone,
iPad and iPod touch



App version 1.3.0



oticon
PEOPLE FIRST

Introduction

This is a detailed guide to the ConnectLine App for iPhone®, iPad® and iPod touch®.

- How to pair Streamer with an iPhone, iPad or iPod touch
- How to get the app on App Store
- Functions and features of the app
- Overview of ConnectLine functions controlled through the app
- Troubleshooting

Intended Use

The Remote Control App is intended to assist users of wireless hearing instrument to control functionality provided by their hearing solution.

Warning

The Remote Control App should only be operated by the user of the hearing aids.

Disclaimer

Oticon does not take responsibility for the consequences of using this app outside intended use.



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The ConnectLine App is compatible with iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, 9.7-inch iPad Pro, 12.9-inch iPad Pro, iPad Air 2, iPad Air, iPad (4th generation), iPad mini 4, iPad mini 3, iPad mini 2, iPad mini, and iPod touch (5th and 6th generation) and requires Streamer Pro 1.2 App or later. When downloading the ConnectLine App on iPad, search for iPhone apps on the App Store.

The ConnectLine App for Android smartphones and tablets requires any Streamer Pro with firmware 1.3 or later. Please visit www.oticon.global/support for more details on compatibility.



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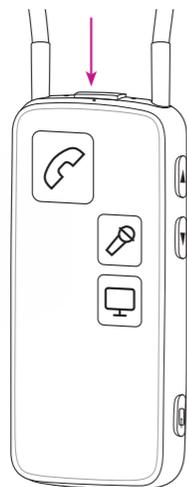
How to pair the iPhone and Streamer Pro



Does my Streamer Pro work with the ConnectLine App for iPhone, iPad and iPod touch?

Note:

For the Streamer to work with the app it has to have an "A" marking as indicated above.



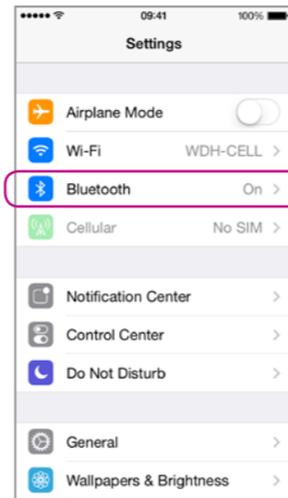
Prepare Streamer

Press the power button on top of the Streamer until the top LED flashes blue.



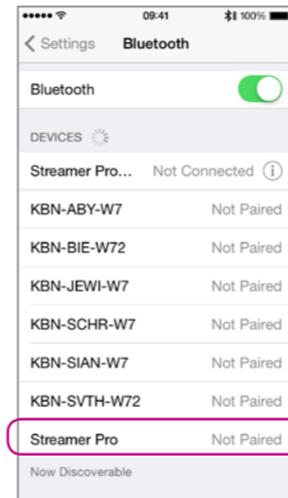
Enter settings

Find the settings icon on the iPhone.



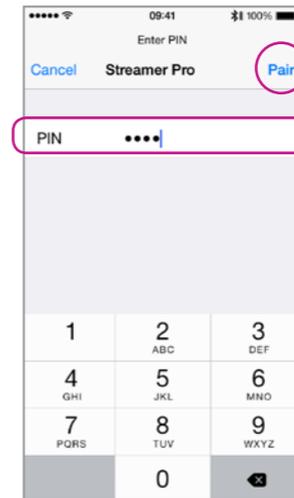
Select Bluetooth

Find the Bluetooth icon in the settings menu.



Find Streamer Pro

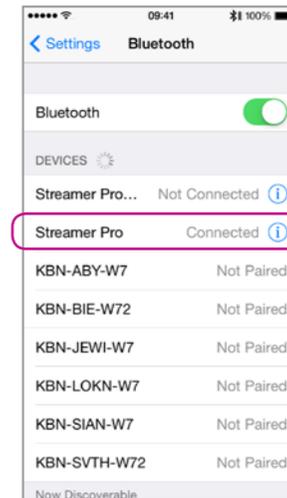
Select Streamer Pro



Enter Pin #0000

In the pairing menu, enter the Pin for Streamer 0000 (four zeros).

Press Pair



Verify connection

Check that Streamer Pro is now connected. It should read "Connected" and you should see a small Bluetooth icon in the top status menu.

Streamer as default audio output

By default, an iPhone will use the built-in speaker for audio when answering a call on the iPhone itself, even if a Bluetooth Headset (such as the Streamer) is connected.

However, for everyday use of the iPhone with a pair of hearing instruments, settings may be changed, so that the sound is always in the hearing instruments (through the Streamer).



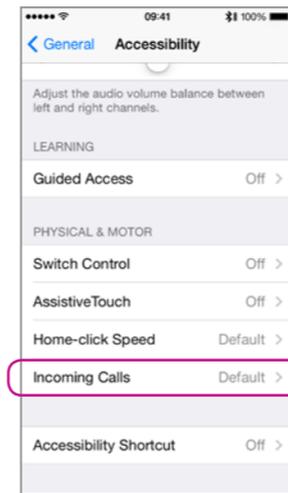
Select Settings



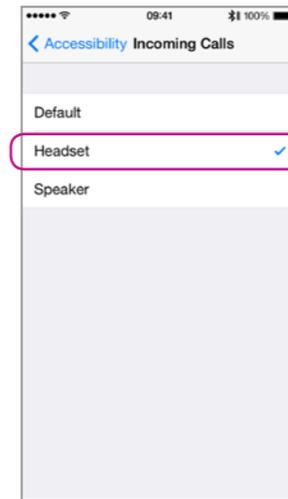
Select General



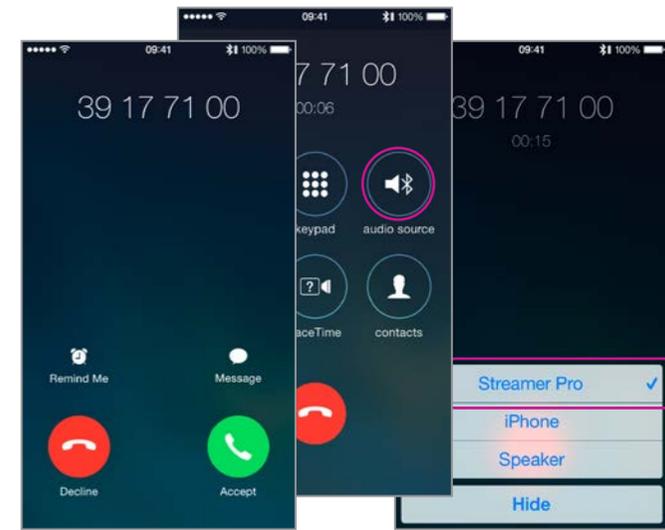
Select Accessibility



Select Incoming Calls



Select Headset



Verify

When answering a call from the iPhone, you should see Streamer Pro as audio output (and hear the call in the hearing instruments) See more on page 14.

Install App



Enter App Store
Find the App Store logo on your device.
Press it.

- Step 1:**
In App Store select the search function.
- Step 2:**
In the search field , type "Oticon".
- Step 3:**
Press the blue "free" icon to start download.
- Step 4:**
Enter your Apple ID password to start downloading.

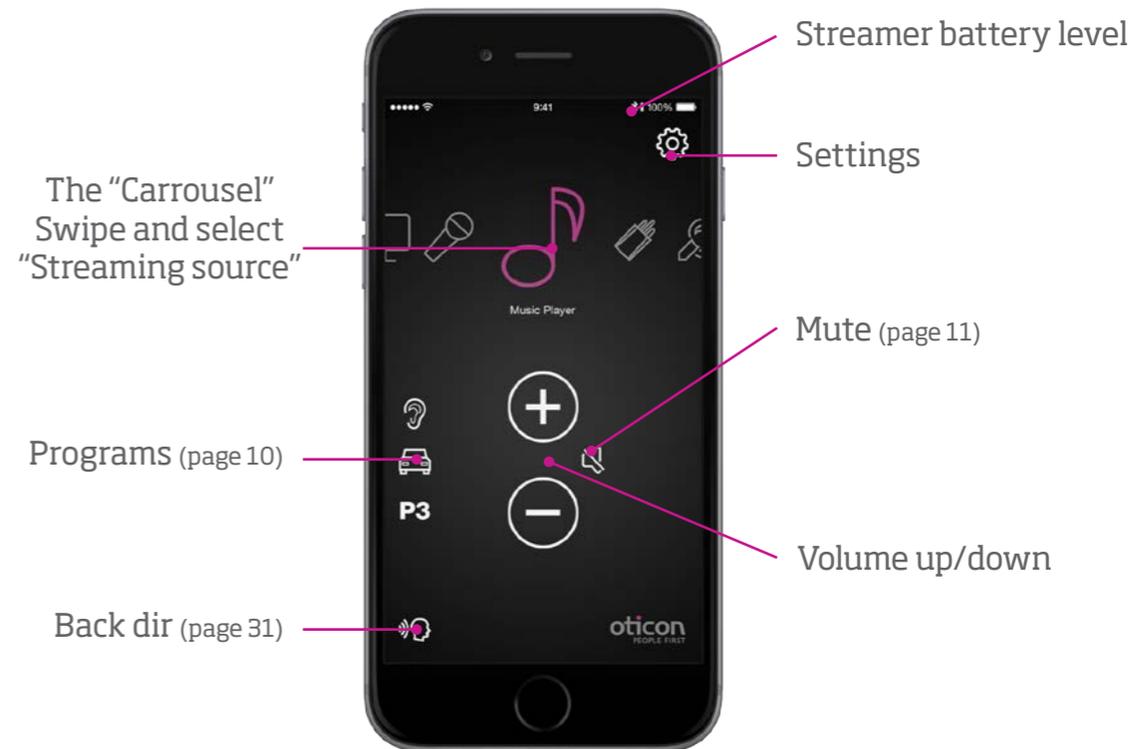
Search, download & sign in

Note:
To use the App with an iPad you need to install the iPhone app through the App Store (there is no separate ConnectLine App for iPad in App Store)

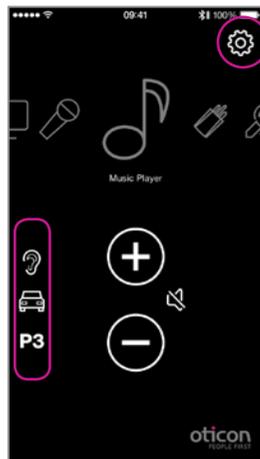


App available
The ConnectLine App should now be on your iPhone, iPad or iPod touch.

App overview

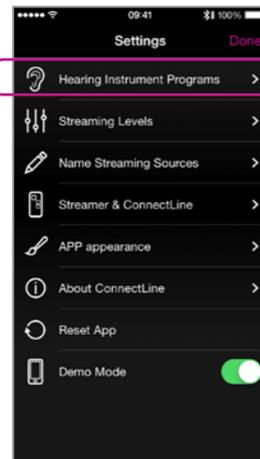


Programs



Program selector

Hearing instrument programs can be selected directly.



Custom labelling

Labels can be assigned to programs that already exist in the Hearing instruments.

Note:

Adding a label here does NOT add a new program in the Hearing Instruments.



Custom labels

Settings --> Hearing Instrument Programs --> Press + to select an icon for the specific program.



Mute



While Streaming

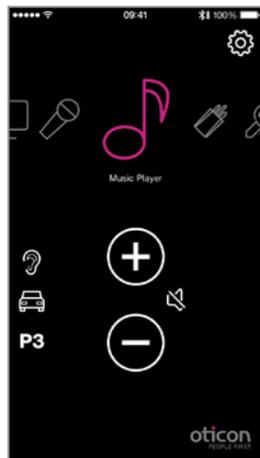
While streaming, the microphones of the hearing instruments can be muted to suppress surrounding sound/noise.



While not Streaming

If not Streaming, the microphones on Oticon Alta, Nera, Ria and Sensei hearing instruments can be muted for quiet/comfort.

Answer call - App running



App is running

The ConnectLine App is running. In this example the user is listening to music (from the iPhone).



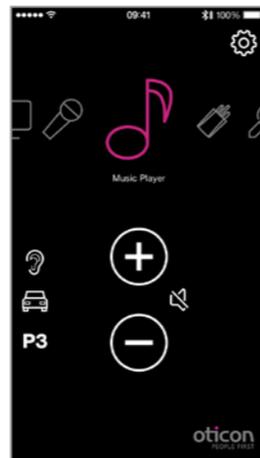
Incoming call

When receiving an incoming call, the ConnectLine App is "pushed to the back" and the iPhone's normal call handling window is opened. The call is either answered on the Streamer itself or using the iPhone's answer button (1).



In a call

When taking a call, the iPhone's call handling window continues to be active.



Autoresume

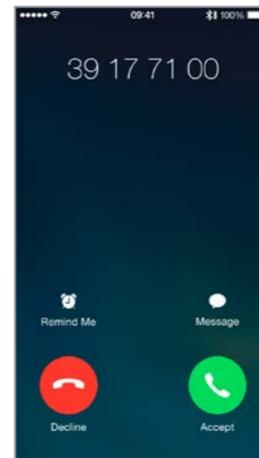
When the call is ended, the App (and the Connectline system) returns to its previous state (Autoresume). In this example, it returns to the music screen.

App NOT running



App is not running

If the ConnectLine App is not running, the phone is typically on its "home view".



Incoming call

When the user receives an incoming call, the ConnectLine App is "pushed to the back" and the iPhone's normal call handling window is opened. The call is either answered on the Streamer itself or using the iPhone's answer button (2).



In a call

When taking a call, the iPhone's call handling window continues to be active.



Call ended

iPhone returns to previous (idle) state.

Make call, iPhone



App is running

Close the app (press the Home button once).

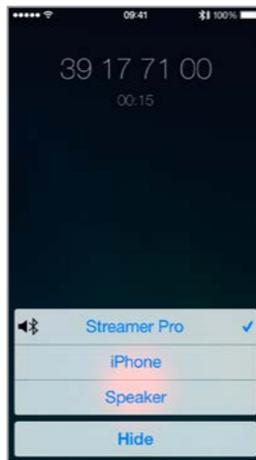


Select Phone



Key in number

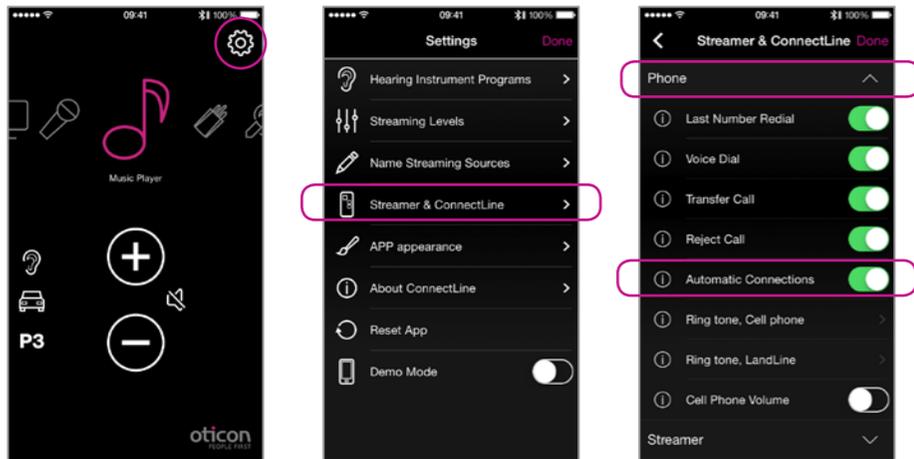
Key in number followed by "Call".



Call active/End call

End call either on the iPhone or on the Streamer Pro (phone button).

Play your favorite music



Automatic connections for music player

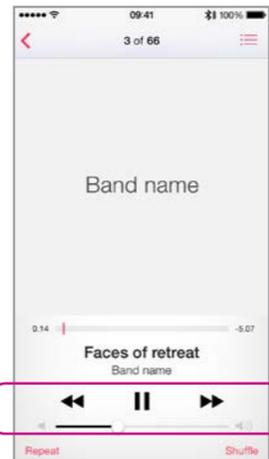
To enable the Streamer to automatically start audio Streaming when the music player is running, press and enable "automatic connections".

Settings --> Streamer and ConnectLine --> Phone --> Enable automatic connections



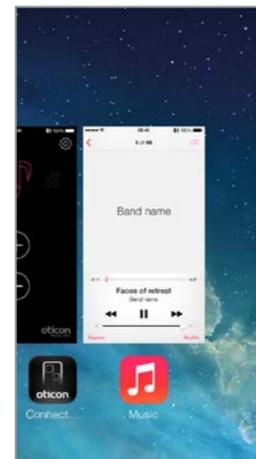
Start music player

Click the home button to push the ConnectLine App into the background. Find and select the "Music" icon.



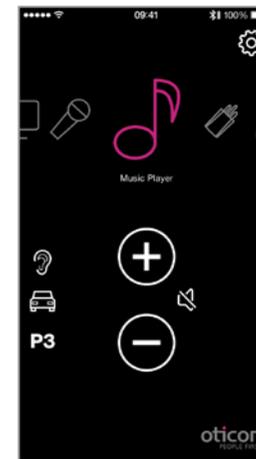
Music player

You can play, pause and regulate volume at will through the music app. Connection is automatically made to Streamer and Hearing instruments.



Switch to the app

If you want to switch back to the app, either press the home button twice for an overview of active apps, and then choose the ConnectLine App or press the Home button once and find the ConnectLine App as you normally would.

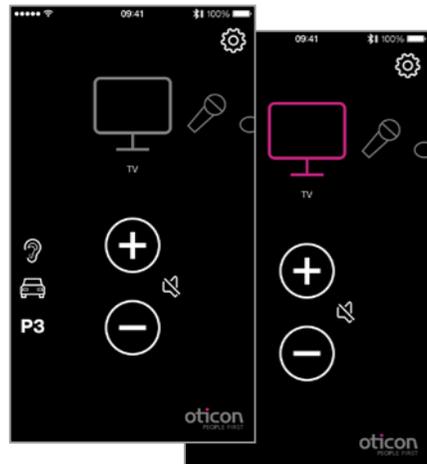


Select and resume

If using the ConnectLine App, the Music icon on the app is now a shortcut to the Music player, which can be started and stopped at will. If other sources are chosen, the music will be paused until selected again.

TV

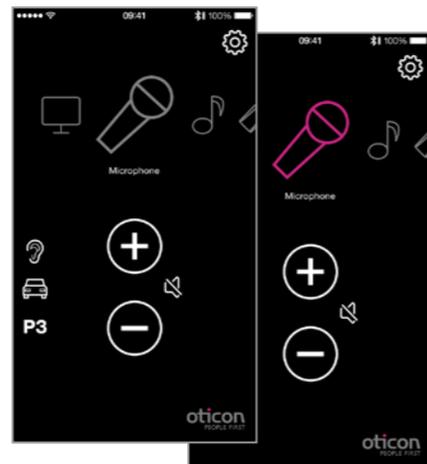
In Carrousel if previously paired



TV
Pressing the TV icon will start/stop audio from the TV adapter.

Microphone

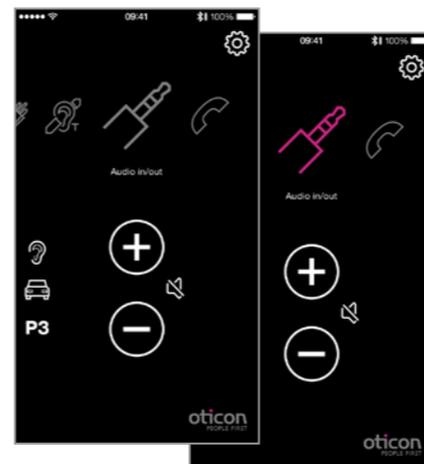
In Carrousel if previously paired



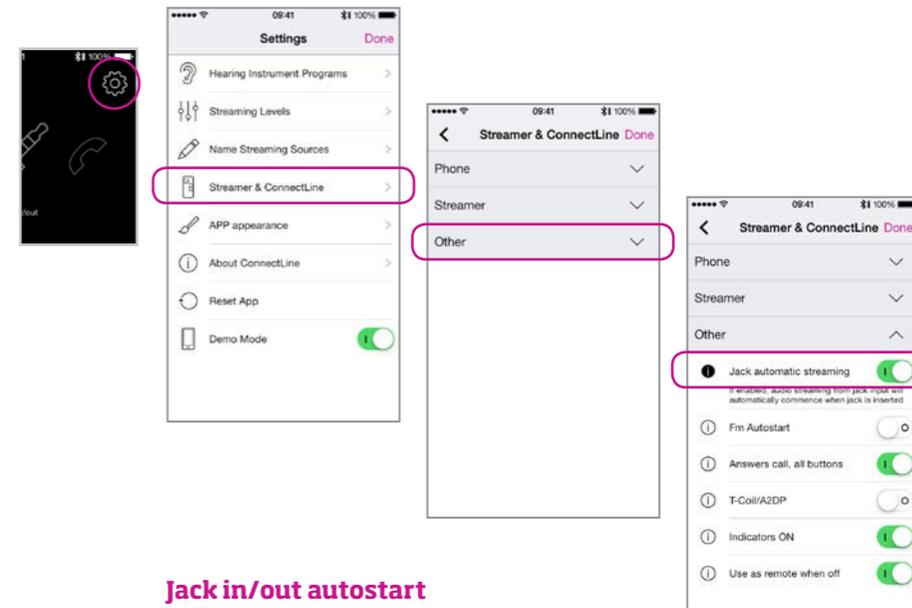
Microphone
Pressing the Microphone icon will start audio streaming from the ConnectLine Microphone. Streaming can also be started from the microphone or from the Streamer.

Jack-in

In Carrousel if inserted



Jack in/out
If a jack is inserted into the Streamer, audio streaming is automatically started.

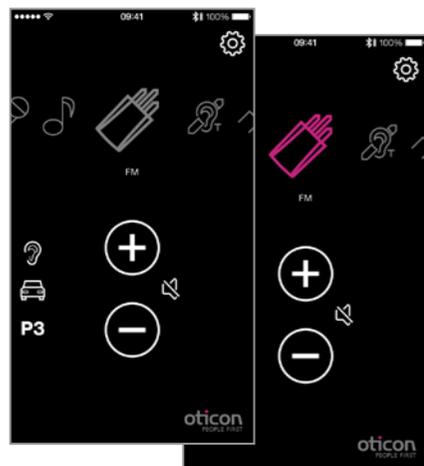


Jack in/out autostart
Jack autostart can be enabled/disabled in Settings.

Settings--> Streamer & ConnectLine --> Other --> Jack automatic streaming

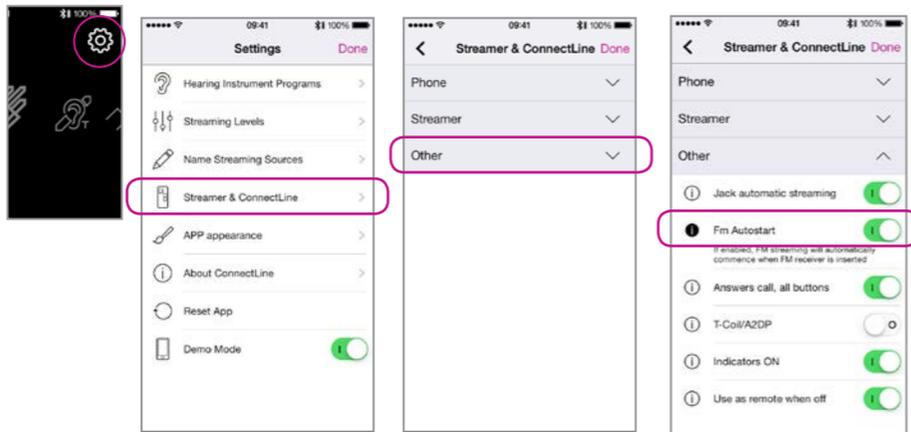
FM

In Carousel if inserted



FM

Pressing the FM icon will start/stop audio streaming from FM.



FM autostart

Jack autostart can be enabled/disabled in Settings.

Settings--> Streamer & ConnectLine --> Other --> FM Autostart

T-Coil

Always in Carousel



T-Coil

Pressing the T-Coil icon will start/stop audio streaming from T-Coil.

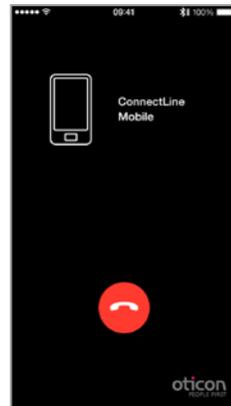
Second mobile phone

Will NOT appear in Carrousel



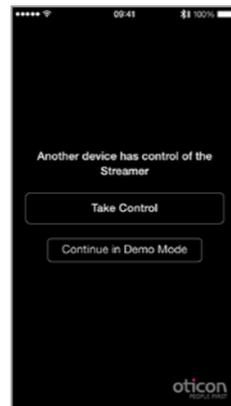
Decline or accept call

An incoming call is signaled in the hearing instruments and in the app. The call can be accepted either in the app or on the Streamer.



End call

The call can be ended in the app (or on the Streamer).



Multiple apps running

If more than one iPhone, iPad or iPod touch are paired with the Streamer, the Streamer will be controlled by the iPhone that most recently opened the app.

WARNING!
To ensure that your system is not operated without your consent or knowledge, we recommend that the app is only installed on your personal devices.

Landline phone

Will appear in Carrousel if in range



App is running

If a landline phone adapter has been paired and is within reach, it will appear as a Phone icon in the App. If the app is not running, the call can only be answered directly from the Streamer.



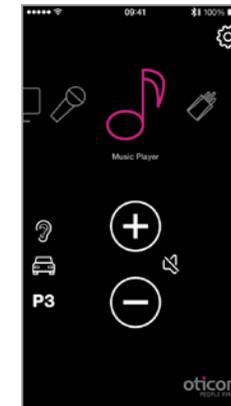
Answer call

An incoming call is signaled in the hearing instruments and in the app. The call can be accepted either in the app or on the Streamer.



End Call

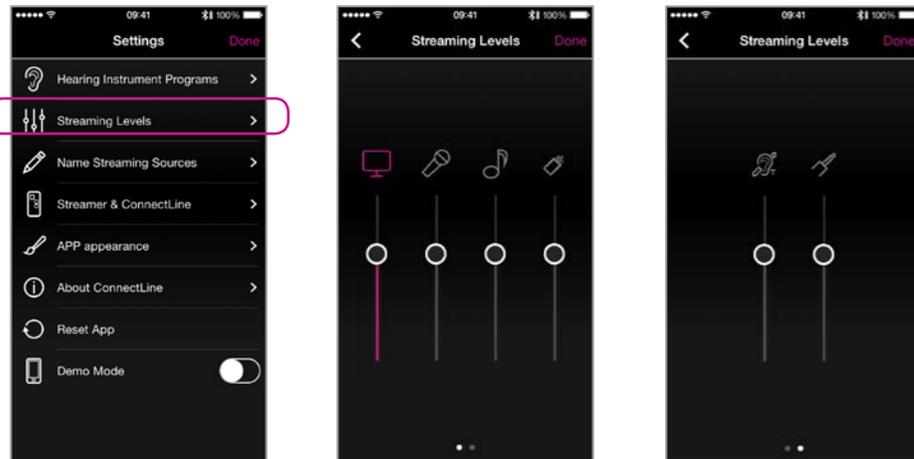
The call can be ended in the app (or on the Streamer).



Autoresume

If another source was active (in this example, music) that source will be resumed after the call is ended.

Settings - Streaming levels

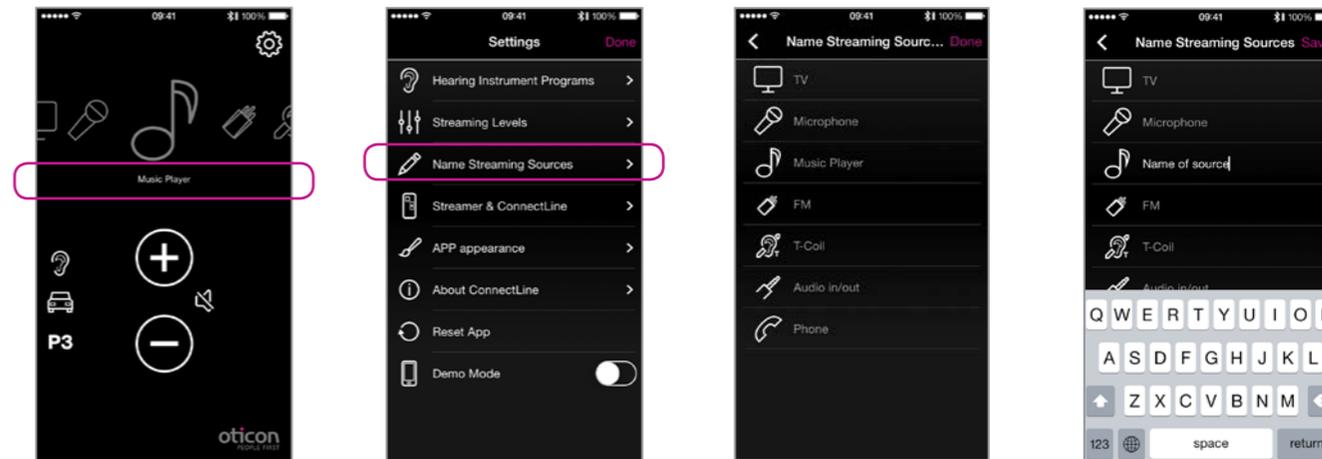


Streaming levels

Streaming levels can be adjusted for each streaming source independently. While streaming, the active source will be highlighted with magenta.

Settings --> Streaming levels

Settings - Streaming source labelling

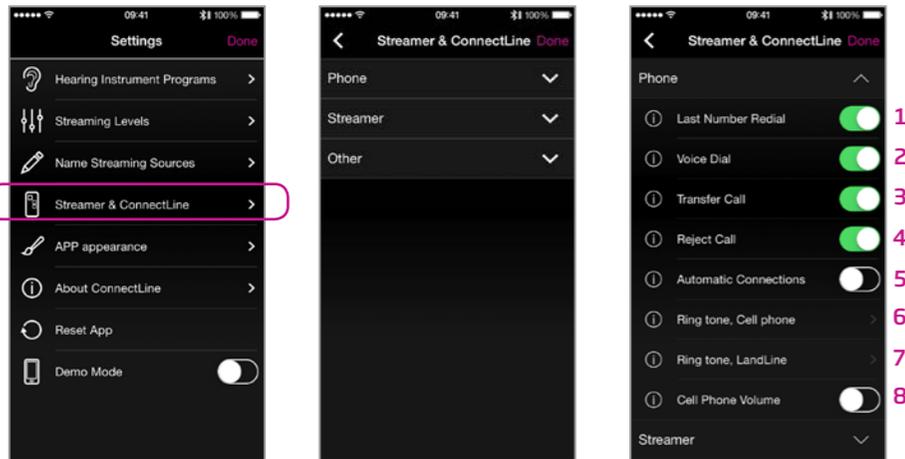


Streaming source labelling

The streaming sources can be labelled according to personal preferences.

Settings --> Name Streaming Sources

Settings - Phone



Phone settings

A selection of settings which affects the daily use of phones may be customised.

1: Last Number Redial

If enabled, last number redial can be started by pressing and holding the phone button on the Streamer (if supported by the mobile phone).

2: Voice Dial

If enabled, briefly pressing the phone button on the Streamer will enable voice dial (if supported by your mobile phone and you are not in range of a ConnectLine phone adapter).

3: Transfer Call

If enabled, pressing and holding the phone button on the Streamer will transfer a call back to the mobile phone.

4: Reject Call

If enabled, an incoming mobile phone call can be rejected by pressing "volume down" on the Streamer.

5: Automatic connections

Allow automatic connections, e.g. SMS notifications and music players.

6: Ring tone, cell

Ring tone associated with calls from your mobile phone(s).

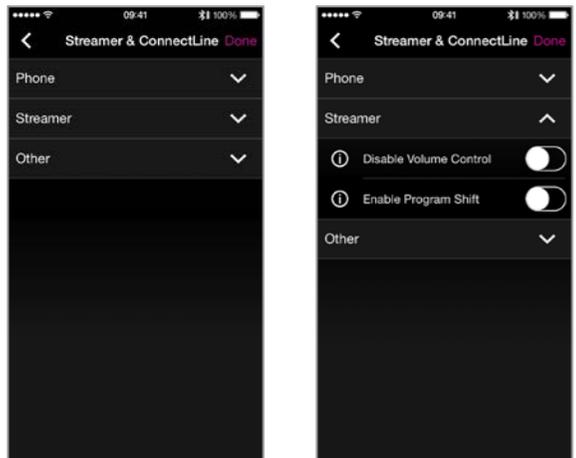
7: Ring tone, landline

Ring tone associated with calls from the ConnectLine phone solution.

8: Mobile phone volume

Enables you to adjust the volume of the call using the volume buttons on the mobile phone.

Settings - Streamer



Streamer settings

A selection of settings may be customised.

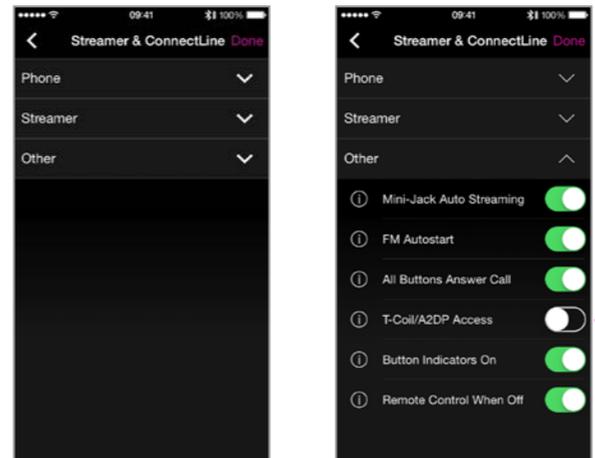
1: Disable Volume Control

If enabled, volume control of hearing instruments cannot be carried out using the Streamer.

2: Enable Program Shift

If enabled, program shift of hearing instruments cannot be carried out using the Streamer.

Settings - Other



Other settings

A selection of settings which affects the daily use of the Streamer itself may be customised.

1: Jack automatic streaming

If enabled, audio streaming from jack input will automatically commence when jack is inserted.

2: FM Autostart

If enabled, FM streaming will automatically commence when FM receiver is inserted.

3: Answers call, all buttons

If enabled, all front buttons can be used to answer call.

4: T-Coil/A2DP

If not selected, a single press of the Streamer AUX button, starts A2DP. If selected, a single press of the Streamer AUX button, starts the T-Coil.

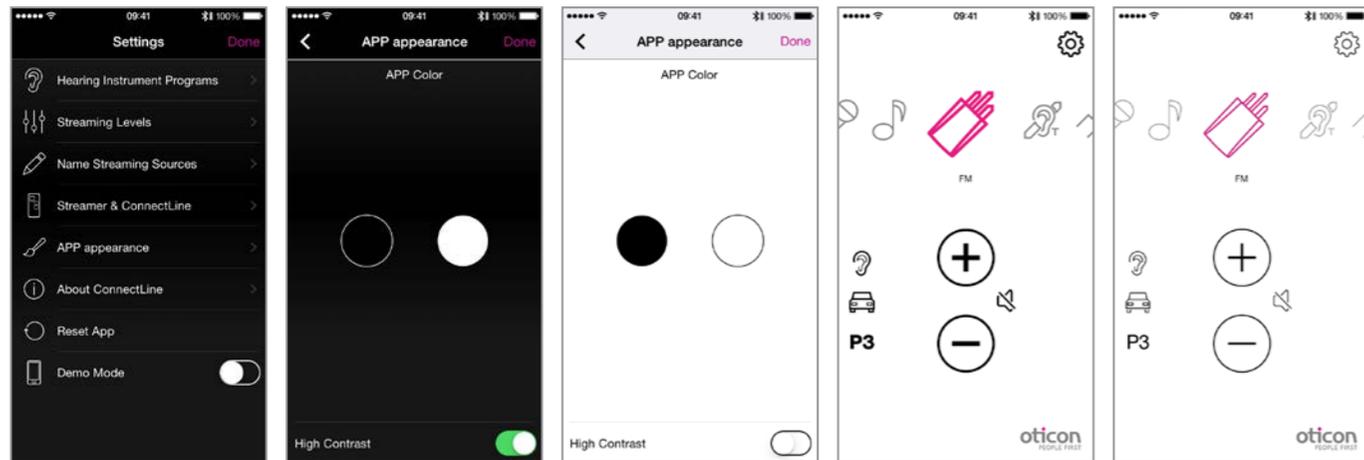
5: Indicators ON

When indicators are off there are no visual led indicators on front of the Streamer.

6: Use as remote when off

If enabled, Streamer can also be used as a remote control for the hearing instruments even when Streamer is turned off.

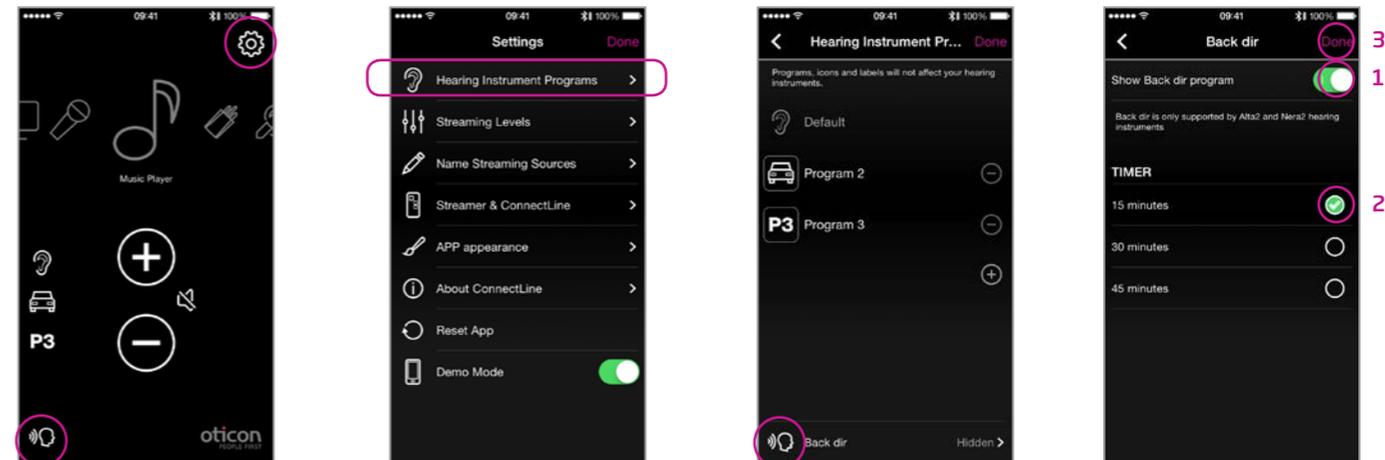
Settings - Appearance



Visual appearance

The visual appearance of the app can be changed so it is either black or white. (A)
For both colors, thin or thick icon outlines can be selected. (B)

Back dir



Enable

Back dir has to be enabled in the settings menu

Settings

Select hearing instrument programs

Settings

Enable back dir

Settings

1. Show back dir on main screen
2. Set timer
3. Press done to save

Note:

Back dir is only supported by Alta2 and Nera2 hearing instruments

Troubleshooting



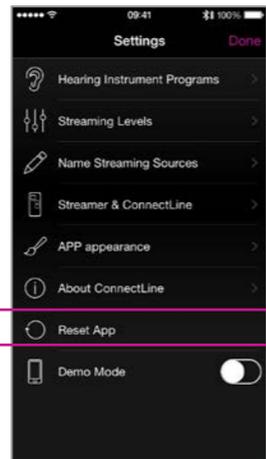
Close/restart App

Double tap on home to close app and show all active apps.



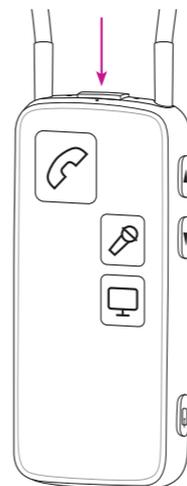
Close App

Swipe the ConnectLine App image upwards so that it is removed from the screen. It is now completely stopped.



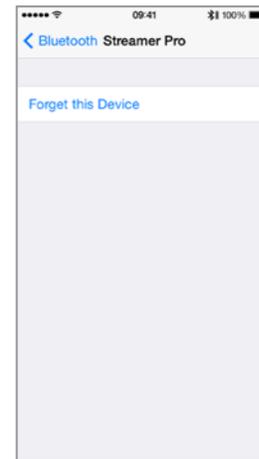
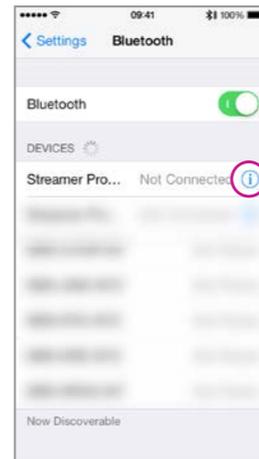
Reset App

Resetting the app will restore the app to its initial settings.



Reset Streamer

The Streamer is automatically reset when powered off/on.



Re-pair Streamer and iPhone, iPad or iPod touch

In some cases, especially if the iPhone, iPad or iPod touch and Streamer have been paired multiple times with other devices, it may be beneficial to clear all pairings in both the iPhone, iPad or iPod touch and the Streamer.

1. Turn Streamer off
2. On the iPhone, iPad or iPod touch: (settings > Bluetooth) select the small (i) and then press "forget device"
3. Turn off iPhone, iPad or iPod touch
4. Turn Streamer on
5. On the Streamer: hold "power on" AND "volume up" for 10 seconds
6. Turn on iPhone, iPad or iPod touch and re-pair Streamer (see page 4)

People First

People First is our promise
to empower people
to communicate freely,
interact naturally and
participate actively