



ESSENTIAL GUIDE

Companion Microphone

How-to videos on hihealthinnovations.com

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INTRODUCTION

The Companion Microphone is an accessory for your hi BTE® wireless or hi BTE® power plus wireless hearing aid. It is used to help you hear better in background noise or a person from as much as 30 feet away.

The Companion Microphone is automatically streaming once it is turned on, and the hearing aids are set to a streaming program.

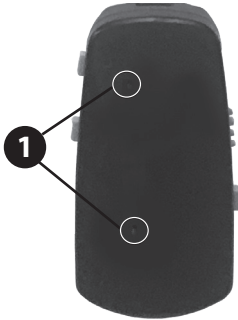
It is easy for a person to forget that they are wearing a Companion Microphone. If your companion leaves the conversation, or wants to have a private conversation with someone else, remind them to disconnect or turn off the microphone. The operating range of the Companion Microphone is up to 30 feet, so even if they are across a room, you may be able to hear them!

CARING FOR COMPANION MICROPHONE

- Do not drop the Companion Microphone or knock it against hard surfaces.
- Do not get the Companion Microphone wet.
 - Store the companion microphone in a dry environment when not in use.
 - Remove any blemishes or debris by using a clean, dry cloth and gently wipe the surface.
- Avoid leaving the Companion Microphone in hot or below freezing temperatures, as this may reduce the capacity and lifetime of the battery.

COMPANION MICROPHONE AT A GLANCE

Front View



Back View

Top



Bottom

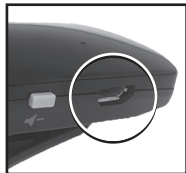


1. **Microphone ports** – Areas where sound enters the microphone.
2. **Pairing button** – Initiates pairing sequence.
3. **Adjustable clip** – Attaches Companion Microphone to speaker's clothing.
4. **Volume buttons** – Increase (+) and decrease (-) volume.
5. **Charging port** – Area to plug in charger.
6. **Power button** – Turns power on and off.
7. **Single/group mode switch** – Changes to one-on-one or group conversation mode.
8. **LED indicator** – Displays Companion Microphone status through colored lights.
9. **Charger** – Plugs into Companion Microphone charging port (5).

CHARGING COMPANION MICROPHONE

Charge your Companion Microphone before using. Charging an empty battery will take approximately one hour. It is safe to leave the charger connected overnight.

1. Plug the charger into the charging port.
2. Plug the 2-prong end into a power outlet.



LED indicator:

- Series of short red lights = **1 hour battery life left**
- Continuously flashing red lights = **Charging**
- Continuously flashing green light = **Fully charged**

A fully charged Companion Microphone can be used for up to 9 hours.

TURNING COMPANION MICROPHONE ON AND OFF

1. Push and hold the power button for up to two seconds.

LED indicator:

- Two short red lights and one long green light = On
- Two short green lights and one long red light = Off

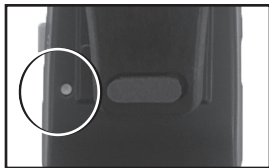


PAIRING COMPANION MICROPHONE AND HEARING AIDS

The Companion Microphone is only compatible with the hi BTE wireless and hi BTE power plus wireless hearing aids. **New hearing aid and Companion Microphone orders will be paired by *hi HealthInnovations* before being shipped to you.**

To pair a replacement microphone or hearing aid(s), if needed:

1. Turn off the hearing aid(s) that need to be paired by **opening the battery door(s)**.
2. Turn on the Companion Microphone.
3. Use a pen or paperclip to press the pairing button on the back of the Companion Microphone for 1 - 2 seconds.



LED indicator:

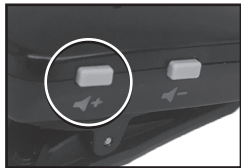
- Flashing blue lights = **Pairing has started**
4. Within 30 seconds, turn on the hearing aid(s) that are being paired by **closing the battery door(s)**.
 5. After a few seconds, you will hear the voice prompt "Program 1, paired, connected" on the hearing aid(s).

COMPANION MICROPHONE VOLUME CONTROL

The volume buttons allow you to increase and decrease volume levels on the Companion Microphone. There are 5 volume levels. The volume will default to level 3 when powered on.

To increase the volume:

1. Press and release the (+) volume button.
 - The hearing aid will tell you which volume has been selected.
 - Once you hear “Remote 5 maximum,” the volume will no longer increase.



To decrease the volume:

1. Press and release the (-) volume button.
 - The hearing aid will tell you which volume has been selected.
 - Once you hear “Remote 1 minimum,” the volume will no longer decrease.



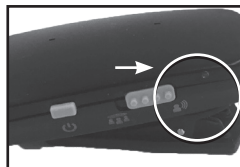
NOTE: Additionally, you can use the volume control on your hearing aids to make them louder.

COMPANION MICROPHONE DIRECTIONALITY

The Companion Microphone enables you to hear one person or multiple people more clearly. This is especially helpful in noisy environments.

To hear one person speak:

1. Slide the single/group mode switch to the “single person” side.



2. Clip the Companion Microphone onto the speaker’s clothing. The Companion Microphone should be within eight inches from the speaker’s mouth and should be worn **vertically** with the microphone port pointed towards the speaker’s mouth. **The closer the Companion Microphone is to the speaker’s mouth, the better you will hear their voice.**



To hear multiple people speak:

1. Slide the single/group mode switch to the “group” side.
2. Place the Companion Microphone horizontally on a flat surface close to the group of people.



TROUBLESHOOTING

Companion Microphone won't turn on or off.

Cause	Possible Remedy
Power button is not pressed long enough.	Press and hold power button for at least 2 seconds and until you see LED light sequence for ON: two short red lights followed by one long green light, or OFF: two short green lights followed by one long red light.
Dead battery.	Charge Companion Microphone (refer to page 6).

Companion Microphone is not sending sound to hearing aid, or hearing aid drops out of streaming program.

Cause	Possible Remedy
Hearing aid is not set to streaming program.	Press program button on hearing aid to set streaming program (refer to hi BTE Essential Guide, page 16).
Companion Microphone and hearing aid are out of wireless range.	Move closer to Companion Microphone. Although range is 30 feet, it can be less if used from another room.
Companion Microphone is off.	Turn on Companion Microphone (refer to page 6).
Dead or low battery on Companion Microphone or hearing aid.	Charge Companion Microphone (refer to page 6), or replace battery on hearing aid (refer to hi BTE Essential Guide, page 10).

Volume can't be changed on the Companion Microphone.

Cause	Possible Remedy
Companion Microphone is not paired with hearing aid.	Pair hearing aid to Companion Microphone (refer to page 7).

WARNINGS

- Only use the Companion Microphone as directed by *hi HealthInnovations*.
- Only recharge the battery with the charger supplied by *hi HealthInnovations*.
- Do not charge the Companion Microphone while it is on your body.
- Turn off the Companion Microphone on an airplane.
- Remove the Companion Microphone for CT and MRI scans or for other electromagnetic procedures.
- Keep the Companion Microphone and accessories out of the reach of children under three years old.
- Keep cables away from operating machinery.
- Do not attempt to open the Companion Microphone to replace the battery. The battery is built in and cannot be replaced.
- Do not dispose of the battery as household waste or in a fire.

WARRANTY, SERVICE AND RETURNS

A one-year manufacturer warranty is provided with the companion microphone, starting on the date that we ship the purchased item to you. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship, the unit will be repaired or replaced for free.

This warranty does not cover malfunctions due to unusual wear and tear, unauthorized alteration or mistreatment of the unit, such as physical shock, damage from moisture or sweat, excessive debris, or tampering with the unit, all of which void the warranty. This warranty does not cover chargers, aux cords, lanyards or other accessories. *hi HealthInnovations* is the only authorized service center for your warranty service. Please contact Customer Service at 1-855-523-9355 to obtain a return authorization code and a shipping label.

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