

# ReSound TV Streamer FAQ

---

**Q: What happens if the user is listening to the streamed signal from the TV Streamer and the phone rings?**

A: If the listener does not have a Phone Clip or is not in range of the Phone Clip, simply raise the phone to the hearing instrument. The PhoneNow program will detect the phone and automatically switch to the PhoneNow listening program if the phone magnet is attached to the phone. The listener will hear beep tones in the hearing instruments to indicate that PhoneNow has been activated. In a binaural condition, the streamed signal will continue to be heard in the opposite ear. After hanging up, a beep melody will be heard as the hearing instrument automatically switches back to the streaming program. When using a Phone Clip, the listener will hear the phone ringing in the hearing instruments. Squeeze the multifunction button on the side of the Phone Clip and the phone signal will begin streaming to each of the hearing instruments. When the call is completed, squeeze the multifunction button on the Phone Clip again to hang up and the hearing instruments will return to the streaming program.

**Q: If the listener is using a TV Streamer and/or the Phone Clip, does this reduce the number of environmental programs available to the listener?**

A: No. There is a designated streamer program for the TV and one additional program for the Phone Clip.

**Q: Can a single TV Streamer access sound from multiple electronic devices (i.e., stereo, PC and television) simultaneously?**

A: No. Although each hearing instrument can pair with up to 3 TV Streamers; only one TV Streamer can be accessed at a time and each TV Streamer can only be connected to a single electronic device at a time. As a result, to connect to multiple electronic devices you would need multiple TV Streamers and you would need to access each TV Streamer and electronic device one at a time. Alternatively, you could physically unplug a TV Streamer from one electronic device and plug the TV Streamer into another electronic device in order to use a single TV Streamer with multiple electronic devices.

**Q: If the listener steps outside of the TV Streamer's range while streaming, what will be heard in the hearing instrument?**

A: The hearing instruments will reset to the listening program to which the listener was listening before accessing the streaming program. When this happens, the listener will hear beep tones that correspond to the listening program (ex: Program #2 = 2 beeps). If the listener steps back into range within 5 minutes of being out of range, streaming will automatically resume and this will be accompanied by a melody of beep tones.

**Q: If multiple TV Streamers are setup and turned on in a home, how does ReSound Alera determine which one to access at a given time?**

A: When a streaming program is accessed, either by the remote control or the program selector on ReSound Alera, the device will automatically find and connect to the TV Streamer with the strongest signal. This is typically the streamer that is closest to the hearing instrument. The listener can manually select a different TV Streamer by using the streamer button on the remote control or the hearing instrument's program selector to systematically cycle through each of the streamer programs.

**Q: What is the power source for the TV Streamer?**

A: The TV Streamer plugs into the wall using an AC adaptor.

**Q: What is the default relationship between the hearing instrument microphone and the streamed signal when setting up a combination program (i.e. hearing instrument microphone active while streaming from TV Streamer or Phone Clip?)**

A: The streamed signal is +6 dB relative to the microphone.

**Q: What is the step size when using the VC on the TV Streamer?**

A: 3 dB

**Q: What is the VC range when using the TV Streamer?**

A: +12/-24 dB

**Q: What is the default VC setting on the TV Streamer?**

A: -12 dB from max

**Q: How does the volume control on the TV Streamer, Phone Clip or Remote Control affect what is heard when streaming while the microphone of the hearing instrument is active (i.e. combination program)?**

A: Only the volume of the streamed signal is affected. The volume of the microphone input remains the same.

**Q: What happens if the listener adjusts the volume on the television?**

A: This depends on the individual television and where the TV Streamer is plugged in. Generally, if the TV Streamer is plugged into the headphone jack, then changing the volume on the television will make the streamed signal louder or softer. If the TV Streamer is plugged in anywhere else, changing the volume on the television will probably not affect the streamed signal. However, this can vary with some televisions.

**Q: Are volume changes remembered as the listener moves from one program to another?**

A: Volume changes on the TV Streamer are remembered unless it has been unplugged.