



TV Streamer 2

ReSound

User guide

Table of Contents

Introduction	3
Symbols	4
Description	6
How to install the device	9
Using the device for the first time	15
Maintenance	22
General warnings and cautions	23
Troubleshooting	26
Technical specifications	30
Regulatory information	31
Acknowledgements	34

Introduction

Read this booklet carefully before using the device. Ask your hearing care professional if you have any questions.

Intended purpose

The TV Streamer 2 is intended to be a wireless connection to a television or other audio device for our wireless hearing aids.

Target group

The TV Streamer 2 is intended to be used by lay persons.

Therapeutic indications

The accessory has no therapeutic indications in itself.

Contra-indications

No known contra-indications.

Symbols

The symbols below are used in this user guide, on the device, or on the packaging.



WARNING: Points out a situation that could lead to serious injuries.



CAUTION: Indicates a situation that could lead to minor and moderate injuries.



Legal manufacturer.



Date of manufacture.



Follow instructions for use. (Logo in blue)



Regulatory compliance mark for EU.



Unique Device Identification.



REF Catalogue number.



Serial number.



Device is subject to US certification.



Regulatory compliance mark for Australia and New Zealand.



Regulatory compliance mark for Japan.



Regulatory compliance mark for Taiwan.



Regulatory compliance mark for Korea.



The Anatel certification label



CMIIT ID: XXXxyyzz



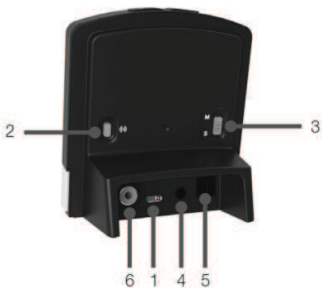
Equipment includes an RF transmitter.



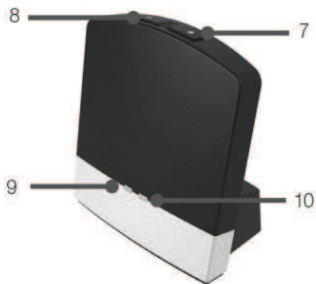
Follow local regulations when disposing of electronic devices.

Description

1. Micro-USB power socket
2. Pairing button
3. Mono/stereo switch
4. Analog mini-jack audio input
5. Optical (Toslink) audio input
6. Coaxial audio input

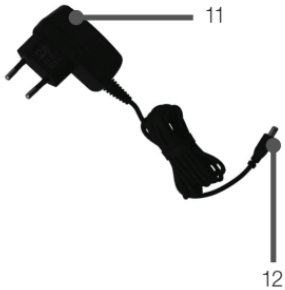


- 7. Increase volume
- 8. Decrease volume
- 9. Power light (green)
- 10. Activity light (yellow)



11. Power adapter

12. Mini-USB plug



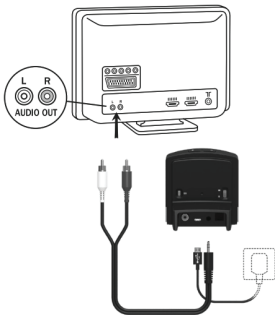
How to install the device

Depending on your TV, sound system, computer or other audio setup, the installation of TV Streamer 2 may be done in several ways described in the following section. The following steps will guide you through the pairing and connecting process, which can be easily accomplished by almost anyone. Start by connecting cables between the TV Streamer 2 and the audio source and finish by pairing the TV Streamer 2 to your hearing aids.

NOTE: The TV Streamer 2 supports both analog and digital audio input. Please read the following sections for information about supported audio formats and how to connect the TV Streamer 2 to audio sources.

Connecting the device to an analog audio source (e.g. TV or sound system)

1. Connect the power adaptor to the wall socket and insert the cable into the micro-USB socket on the TV Streamer 2
2. Insert the male stereo mini-jack on the audio cable into the female stereo mini-jack input on the TV Streamer 2
3. Plug the other end audio cord into the 'AUDIO OUT' terminals on the audio source
4. The 'AUDIO OUT' is usually marked 'L' and 'R' for left and right, and can usually be found on the back of the audio source



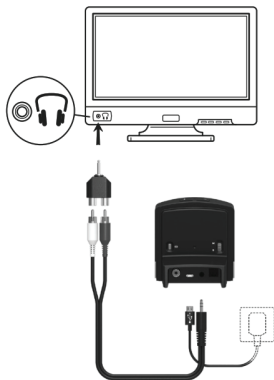
NOTE: With this installation, most audio sources will send sound to both hearing aids and additional speakers connected to the audio source simultaneously. On some audio sources you can adjust the balance between the AUDIO OUT and the speakers – consult your audio source manual for instructions.

Alternative analog audio cable installations

If it is not possible to connect the TV Streamer 2 to the AUDIO OUTPUT of the audio source using the red and white plugs, the following installation alternatives can be used.

Connecting the device to an analog Mini-jack adaptor connection

1. Connect the power adaptor to the wall socket and insert the cable into the micro-USB socket on TV Streamer 2
2. Insert the male stereo mini-jack on the audio cable into the female stereo mini-jack input on the TV Streamer 2
3. Connect the stereo mini-jack adaptor to the red and white plugs at the other end of the audio cable
4. Plug the stereo mini-jack adaptor into the audio sources' HEADPHONE output terminal, or alternatively into your computers' audio terminal



NOTE: The HEADPHONE output terminal is usually located on the side or front of the audio source. When using the HEADPHONE terminal, usually only the person wearing the hearing aids will hear the sound, and audio source speakers are muted.

If muted speakers are not desired, please refer to the first installation, or the one on the following page. Your audio source may support speakers and HEADPHONE being on simultaneously; check your audio source manual for instructions.

Connecting the device to an analog Scart adaptor connection

1. Connect the power adaptor to the wall socket and insert the cable into the micro-USB socket on TV Streamer 2
2. Insert the male stereo mini-jack on the audio cable into the female stereo mini-jack input on the TV Streamer 2
3. Connect the Scart adaptor to the red and white plugs at the other end of the audio cable
4. Plug the Scart adapter into the audio source's Scart terminal



The Scart output terminal is usually located on the back or side of the audio source. Please consult the manual of your audio source if additional configuration of the Scart output is needed.

Connecting the device to a digital audio source (e.g. TV or sound system)

NOTE: The TV Streamer 2 supports both analog and digital audio input. When using digital audio input the following formats are supported:

Stereo PCM

- Sample rate: Up to 192 kHz
- Sample resolution: Up to 32-bit

Dolby Digital

- Channels: Max 5.1
- Bitrate: 32 to 640 kbs
- Sample rate: 32, 44.1, and 48 kHz

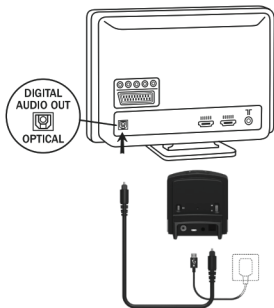
NOTE: Dolby Digital Plus (requiring an HDMI interface), Dolby TrueHD, Dolby Pro Logic, Dolby Digital EX, Dolby Digital Surround EX, and AAC (Advanced Audio Codec) are not supported.

Using the optical (Toslink) audio input

1. Connect the power adaptor to the wall socket and insert the cable into the micro-USB socket on TV Streamer 2
2. Insert one of the plugs on the optical audio cable into the optical audio input socket on TV Streamer 2

NOTE: Most optical cables are delivered with a small protective cap to protect the tip of the cable. Please remove this protective cap before inserting the cable

3. Plug the other end of the optical audio cable into the 'Digital Audio Out/Optical' on your audio source



Using the coaxial audio input

1. Connect the power adaptor to the wall socket and insert the cable into the micro-USB socket on TV Streamer 2
2. Connect one of the plugs on the coaxial audio cable to the coaxial plug on TV Streamer 2
3. Plug the other end of the coaxial audio cable into the 'Digital Audio Out/Coaxial' on your audio source



Using the device for the first time

Before you can start using your device to stream sound to your hearing aids, the device must be connected to a power outlet, connected to the TV, and paired with your hearing aids. Only connect the device to connections for which it is intended.

Pairing the device to your hearing aids

To transmit sound from the device to your hearing aids you need to pair the device to your hearing aids.

Pairing to your hearing aids

NOTE: The following information is intended primarily for your hearing care professional, who in most cases will complete the necessary tasks before the TV Streamer 2 can be used with your hearing aids. However, the process is designed to be simple and most people can do it themselves.

It is possible to pair up to three streaming devices e.g. two TV Streamers and one Clip-On Microphone (optional accessory) with a given pair of hearing aids. Therefore channel 1, 2 or 3 must be selected when starting the pairing process.

Pairing in channel 1

1. Make sure that the TV Streamer 2 power adaptor is plugged into a wall socket and that the green light indicator on the front of the TV Streamer 2 is ON. Your hearing aids must be OFF before opening the battery door.
2. Press the pairing button on the TV Streamer 2 once. The yellow light indicator on the front of the TV Streamer 2 will now blink once every 2 seconds to indicate that the TV Streamer 2 is ready to be paired in channel 1. Your TV Streamer 2 will remain in pairing mode for 20 seconds.

- While pairing mode is activated, close the battery doors of both hearing aids and make sure they are ON. A successful pairing will be indicated by an audible melody being played in both hearing aids. You are now ready to use the TV Streamer 2.




Pairing in channel 2

- Press the pairing button twice. The yellow light indicator on the front of the TV Streamer 2 will now blink twice every 2 seconds to indicate that it is ready to be paired in channel 2.
- While in pairing mode close the battery doors on the hearing aids.

Pairing in channel 3

- Press the pairing button three times. The yellow light indicator on the front of the TV Streamer 2 will now blink three times every 2 seconds to indicate that it is ready to be paired in channel 3.
- While in pairing mode close the battery doors on the hearing aids.

Pairing blinking pattern

Pairing button pushes	Light indicator pattern	Channel
1		1
2		2
3		3

Streaming

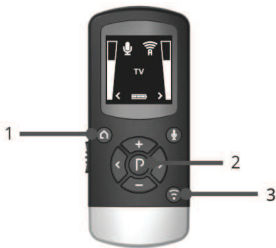
Turn on the TV, sound system, computer or other audio device connected to TV Streamer 2. Make sure your hearing aids are turned on as well. Streaming may be started in one of two ways.

1. Press and hold the push button on either hearing aid for about three seconds. This must be done separately on both hearing aids, in order to hear streamed audio in both ears, unless your hearing aids have been set up with device-to-device synchronisation. Once the TV Streamer 2 has been connected, an audible melody will play in your hearing aids and will be followed by the streamed sound
2. If you have a Remote Control (optional), simply press the streaming button on this Remote Control. Once the hearing aids connect to TV Streamer 2, an audible melody will play in both ears to confirm the presence of streamed audio and a streaming icon will appear in the display. The streamed sound can now be heard in your hearing aids

Start streaming on a 2nd or 3rd TV Streamer 2 unit

If more than one TV Streamer 2 device is available, you may press the streaming button on the Remote Control a 2nd or 3rd time, depending on which TV Streamer 2 device you want to listen to.

1. Home button
2. 'P' (program) button
3. Streaming button



Up to 3 TV Streamer 2 units are initially labelled by letter designator A, B or C, and the streaming device in use is shown on the Remote Control display.

If you do not have a Remote Control, press and hold the push button for about 3 seconds on the hearing aid a 2nd or 3rd time to access the 2nd or 3rd streaming unit.

Stop streaming

Shortly press the push button on either hearing aid. This will cancel streaming on the side pressed and return to the last program used.

NOTE: If your hearing aids have device-to-device program synchronisation, enabled a press on one side will take both hearing aids back to the last program used.

With the Remote Control (optional) you just have to press the 'P' button, located in the centre of the key pad. This will return the hearing aids to the last program used. You may also press the home button to return to your default settings.

If you are using the telephone with Phone Clip+ or Auto Phone, streaming from the TV Streamer 2 will be temporarily disrupted. When you have ended your phone call, streaming will resume.

NOTE: You may get out of range (>7 m) from your TV Streamer 2. If you get back in range within 5 minutes, your hearing aids will automatically reconnect and continue streaming.

Controls

Adjust volume

The TV Streamer 2 is designed to provide a comfortable listening level from the moment it is activated. However, for some devices or listening environments it may be desirable to adjust the listening volume, and doing so can be accomplished in a variety of ways. Keep in mind that volume adjustments on the TV Streamer 2 apply to the streamed signal only, not the volume of normal environmental sounds.

Use the '+' and '-' keys to adjust volume to a comfortable level. Make sure that your hearing aids are comfortably adjusted before you change the settings with the volume control. In most cases this adjustment should only be made one time, as TV Streamer 2 will store the latest set volume level.

Use the Remote Control 2 (optional) to adjust both the streaming volume level and the hearing aid microphone volume level in the hearing aid*. Ask your hearing care professional for more information about this accessory.

The volume can, in some cases, be further adjusted at the signal source, for example by turning the TV volume down. This will adjust the volume of the streamed sound transmitted

wirelessly to the hearing aids. Adjusting the TV volume will affect the listening volume in the room as well.

Mono/stereo control

The two-position switch may be used to set Stereo (two channels) or Mono (one channel) audio streaming. For binaural fittings, the switch should preferably be set to the Stereo position. For monaural fitting it should be set to the Mono position.

*Adjustment of both hearing aids and streaming volume is only available with Remote Control 2.

Adjustable delay mode

In rare cases there may be a misalignment between the audio streamed to the hearing aids and the sound coming from the TV speakers (echo) or even a misalignment between the streamed audio and the TV picture (lip-sync). This may be evident in more complex audio setups where the TV Streamer 2 is not connected directly to the TV (e.g. through a set-top box or other auxiliary unit).

To overcome such misalignments the streaming delay from the TV Streamer 2 can be adjusted as follows:

1. Make sure that the TV Streamer 2 is turned on and that your hearing aids are receiving the streamed audio
2. Press and hold the pairing button for 3 seconds. Now the TV Streamer 2 will enter into the adjustable delay mode, where the green light indicator on the front of the TV Streamer 2 will blink once every 2 seconds. The yellow light indicator will be on whenever an audio signal is present.
3. Use the '+' and '-' key on the top of the TV Streamer 2 to increase or decrease the delay of the streamed signal in 10 ms steps. The streamed signal can be delayed in the range of 0-250 ms

4. When the optimal alignment between the audio streamed to the hearing aids and the sound coming from the TV speakers or alignment between the streamed audio and the TV picture has been reached, press and hold the pairing button for 3 seconds. Now the TV Streamer 2 will resume normal operation, indicated by the green light indicator being constantly on

The offset set in adjustable delay mode will be stored in the TV Streamer 2.

If you do not exit the adjustable delay mode by pressing and holding the pairing button down for 3 seconds, the TV Streamer 2 will automatically resume normal operation after 30 minutes.

To reset the delay to 0 ms (factory setting), press and hold the pairing button while simultaneously powering on the TV Streamer 2.

Maintenance

Cleaning

Clean the device using a damp cloth. Never use house-hold cleaning products (washing powder, soap, etc.) or alcohol to clean the device.

When the TV Streamer 2 is not being used for longer periods of time, unplug the power adaptor from the wall socket.

Servicing

This device cannot be serviced nor repaired in the home. Please contact your local hearing care professional for assistance if the device fails to function as expected.

General warnings and cautions



WARNING:

- The TV Streamer 2 may be interfered with by other equipment.
When using the TV Streamer 2 and the device is affected by electromagnetic interference, move away from the source.
- Use the device only with the power adaptor unit that has been supplied together with the device. The use of any other types may damage or destroy the device and could be dangerous. Use of other power adaptors may invalidate any approval or warranty.
 - When you disconnect the power adaptor, grasp and pull the plug, not the cord
 - Never use a power adaptor that is damaged
 - Do not use the power adaptor outdoors or in damp areas
 - Do not attempt to disassemble the power adaptor as it may expose you to dangerous electric shock.
- When using wireless functions, your sends low-powered digitally coded transmissions to communicate with other wireless devices. It is possible, but not likely, that other electronic devices will be affected. If this happens, move the away from the affected device.
- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1:2005+AMD1:2012+AMD2:2020, IEC 60065, or IEC 60950-1, IEC 62368-1 as appropriate.
- No modification of this device is allowed.
- Keep the device and any cords and cables away from operating machinery.

- If the device experiences overheating, dropping, damage, or immersion in liquid, or its power adaptor, cable or plug is damaged, stop using it and contact your hearing care professional.
- Do not use in areas where there are explosive hazards or where there is a danger of ignition of flammable gasses.
- Avoid exposing your device to rain, moisture or other liquids to protect against damage to the device or injury to you.
- Keep this device out of reach of children under 3 years.

**CAUTION:**

- High-powered electronic equipment, larger electronic installations, and metallic structures may significantly reduce the operating range.
- If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
- Use only GN Hearing A/S original accessories.
- Do not use this device in locations where it is forbidden to use electronic devices.
- Your hearing aids and this device were given a unique communication code during the fitting. This ensures that the device will not affect hearing aids worn by others.
- The TV Streamer 2 may only be repaired by an authorized service centre.
- Opening or modifying the TV Streamer 2 might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

Troubleshooting

Issue	Potential cause	Potential solution
The streaming button on the Remote Control is pressed but with no effect at all	The TV Streamer 2 and hearing aids have not been paired	Carry out pairing process
	The Remote Control and hearing aids are not within wireless range	Ensure that Remote Control and hearing aids are within wireless range and activate streaming again
The push button on the hearing aid has been pressed for more than 3 seconds but with no effect	The TV Streamer 2 and hearing aid have not been paired	Carry out pairing process
The pairing button on the TV Streamer 2 is pressed but no pairing melody is played in the hearing aid	The TV Streamer 2 and hearing aid are not within wireless range	Ensure that the TV Streamer 2 and hearing aids are within wireless range, and repeat pairing process
	The TV Streamer 2 and hearing aid have not been simultaneously in pairing mode	Repeat pairing process and ensure that the battery doors on both hearing aids are closed within 20 seconds after the pairing button has been pressed on the TV Streamer 2

Issue	Potential cause	Potential solution
The streaming button on the Remote Control is pressed but no streamed audio signal is found when searched for (indicated by an 'X' icon on the display)	The TV Streamer 2 and hearing aids are not within wireless range	Ensure that TV Streamer 2 and hearing aids are within wireless range and activate streaming again
	The TV Streamer 2 is not cabled correctly to the TV	Connect the cable between the TV Streamer 2 and the TV correctly and activate streaming again
	The TV Streamer 2 is powered off or the sound from the TV output has been muted	Power on the TV Streamer 2 or unmute the TV and activate streaming again
There is no sound in the hearing aids although it is in the streaming program	The TV Streamer 2 and hearing aids are not within wireless range	Ensure that the TV Streamer 2 and hearing aids 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
The sound from the TV Streamer 2 is distorted	The audio input level from the TV is too high	Adjust the volume using the volume button on the TV Streamer 2 until the sound is no longer distorted
The volume level from the is very low	The audio input level from the TV is too low	Adjust the volume using the '+' and '-' keys on the TV Streamer 2 until the sound is

Issue	Potential cause	Potential solution
		sufficiently loud
The sound from the TV Streamer 2 is distorted or drop-outs occur from time to time	The TV Streamer 2 and hearing aids are on the edge of the wireless range	Move a little closer to the TV Streamer 2
	The TV Streamer 2 and hearing aids are not within sufficient 'line-of-sight'	Ensure that the TV Streamer 2 is placed in an adequate position, and that you are within normal reach without any significant obstacles obstructing the streaming
The sound from the TV Streamer 2 is not synchronized with the TV picture	Your TV is not able to synchronize the sound from the selected audio outputs and the picture.	<p>If possible, try using another audio output from your TV. Alternatively, follow the instructions in the 'Delay mode' section of this user guide. If this does not help, contact your TV dealer</p> <p>The TV Streamer 2 audio streaming has almost no latency and does not contribute itself to any lip sync error</p>
The sound from the TV Streamer 2 is not synchronized with the	Your TV is not able to synchronize the sound from the selected audio outputs	If possible, try using another audio output from your TV. Alternatively, follow the

Issue	Potential cause	Potential solution
<p>sound from the TV loudspeakers</p>	<p>with the sound from the TV loudspeakers</p>	<p>instructions in the 'Delay mode' section of this user guide. If this does not help, contact your TV dealer</p> <p>The TV Streamer 2 audio streaming has almost no latency and does not contribute itself to any echo effects</p>
<p>The sound from the hearing aids is either too low or too high</p>	<p>The audio input level is not suitable for listening</p>	<p>Adjust the volume using the '+' and '-' keys on the TV Streamer 2 until the sound is suitable</p> <p>Alternatively, use the '+' and '-' keys on the Remote Control (optional) for this operation</p>
<p>A hearing aid unintentionally drops out of the streaming program</p>	<p>The TV Streamer 2 and hearing aids have been out of wireless range for more than 5 minutes</p>	<p>Ensure that TV Streamer 2 and hearing aids are within wireless range and activate streaming again</p>
	<p>The battery in the hearing aid is so depleted that it no longer supports audio streaming</p>	<p>Replace the battery in the hearing aid with a new one</p>

Technical specifications

Operational conditions	
Operating range	Up to 7 metres (23 feet)
Power supply	External power adapter
Bluetooth transmission frequency	2.4 GHz
Nominal RF output power transmitted	16.3 dBm
Operating temperature range	0 °C to 55 °C (32 °F to 131 °F)

Storage temperatures	
Temperature range	-20 °C to 60 °C (-4 °F to 140 °F)

Temperature testing

The device is subject to various tests in temperature and damp heating cycling between -25 °C and 70 °C (9 °F to 158 °F), according to internal and industry standards.

Regulatory information

Warranty

The TV Streamer 2 is covered by a limited warranty issued by the manufacturer for a period of 12 months from the day of the original purchase. Please notice that extended warranties may apply in your country. Please contact your local hearing care professional for more information.

What is covered by this warranty?

Any electrical component, that because of workmanship, manufacturing or design defects fails to function properly under normal use during life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the point of purchase.

If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the hearing care professional and the customer.

What is not covered by this warranty?

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions or damage due to foreign objects entering the device are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer products. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your hearing care professional for further information.

Expected service life time

The expected service life time for the device is a minimum of 5 years.

Statement

This device complies with Part 15 of the FCC Rules.

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.

This Class B digital apparatus complies with Canadian ICES-003.

Note. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment.

This device is in compliance with the following regulatory requirements

- In EU: The device conforms to the General Safety and Performance Requirements according to Annex I of the EU Medical Device Regulation 2017/745 (MDR).
- Hereby GN Hearing A/S declares that the radio equipment type SAS-3 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:
www.declarations.resound.com/en/
- In US: FCC CFR 47 Part 15, subpart C.

Model: SAS-3; FCC ID: X26SAS-3; IC: 6941C-SAS-3.

For other identified applicable international regulatory requirements in countries outside the EU and USA, please refer to local country requirements for those areas.

Acknowledgements

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Notes

Manufacturer according to EU
Medical Device Regulation
2017/745:



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GN Hearing New Zealand Limited
Ground Floor, North Entrance
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Tel.: (free) 0800 900 126
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Any serious incident that has occurred in relation to the device should be reported to the Legal manufacturer GN Hearing A/S and the competent authority of the EU Member State in which the user and/or patient is established.