

# Comfort Digisystem User manual

 SecureStream  
Technology

## Comfort Digisystem Microphone DM05



US / English



Comfort Audio  
HEAR THE FUTURE

# User manual

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## 1) Introduction to the Comfort Digisystem

Thank you for choosing Comfort Digisystem. The products are easy to use, whether you use a hearing aid or not.

Before using the product, please read this User manual carefully.

Using the Microphone DM05 transmitter, the signal is transferred digitally, resulting in an excellent clear sound. The Comfort Digisystem products feature SecureStream Technology – a unique, patented digital technology allowing eavesdrop-secure radio transfer in real time.

### Presenting the Microphone DM05

The Microphone DM05 is the world's smallest wireless microphone for the digital transfer of sound to earpieces. This radio signal is encoded so that no one else can hear what is being said. The microphone is extremely discreet and can be simply attached to clothes with a clip.

The Microphone DM05 is equipped with a voice AGC (Automatic Gain Control) to maintain a comfortable sound level at all times. The DM05 is pre-programmed with 10 channels. Additional channels can be used in combination with other Digisystem products.

## 2) Regulatory information

**Comfort Digisystem products are not to be used as a substitute to the hearing aids and should be used in accordance with the specifications and recommendations provided by your physician.**

**It is recommended that customers keep the volume control in the lowest position, when turning on the device. If not, the sound could potentially cause harm to the customers' hearing.**

**Comfort Audio is not liable for damages arising from usage of the equipment not in accordance with the instructions provided by Comfort Audio. Comfort Audio shall not be liable for performance problems and/or damages caused in any way by customer's modification of any part of the equipment.**

**Federal Communications Commission 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.

FCC ID: UOJ-DG01T

**Industry Canada,** This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

IC ID: 6769A-DG01T

### ETL

Conforms to UL Standard for Safety for Audio, Video and Similar electronic apparatus – Safety Requirements UL 60065, Issue:2003/06/30 Ed:7 Rev:2007/12/11

Certified to CSA Standard for Safety for Audio, Video and Similar electronic apparatus – Safety Requirements CAN/CSA-C22.2 No. 60065:03, Issued 2003/04/01 Ed:1 Amendment 1:2006

Intertek ETL Control number: 4002355

### WARNING!

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### 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:

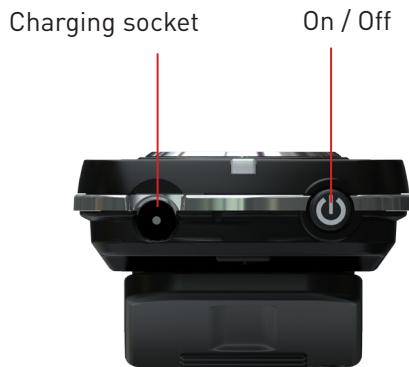
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



### DANGER!

**DO NOT USE the COMFORT DIGISYSTEM products if you have a PACEMAKER or other implanted device.** The Comfort Digisystem products could cause the pacemaker or other implanted device to malfunction and cause serious injury or death.

### 3) Functions - Microphone DM05



### 4) Included accessories

- Charger A11
- Split cable
- Necklace clip on

For other accessories, please visit our website  
[www.comfortaudio.us](http://www.comfortaudio.us)



### Factory reset

If the pairing button is instead held down for 20 seconds, the function indicator will switch to an alternating red and green light. The *Factory reset* mode is now activated.

To perform a factory reset, press the pairing button once quickly. The function indicator flashes the number of times corresponding to the channel, see section *Radio Range and Channels*.

The channel and code are now reset to the factory settings.

## 7) Pair

Microphone DM05 must be paired using the pairing button, see section *Pairing (via pairing button)*.

### Pairing

To use a receiver and transmitter together, they must be paired. All transmitters and receivers are default paired at the factory and will work together.

**NB!** To prevent eavesdropping, a new code key must be generated and transmitted between the units by pairing.

Transmitting/receiving of pairing information along with a new code can be performed from any Comfort Digisystem unit with a display.

To pair units without a display, see sections *Pairing (via pairing button)*.

Pairing information or a new code key can be received by several activated units.

### Pairing (via menu)

1. Choose **Communication - Pair**
2. Select **Receive info** on one unit. **Ready to receive pairing info** is shown in the display.
3. Select **New code** on the other unit; select **Yes**.
4. **Generate new code and send info?** is shown in the display. Select **Yes** (Now both the channel and the coding information have been sent, and sound transfer is eavesdrop-secure).
5. To pair another unit into your coded system, select **Send info** instead on one of your paired units.

### Pairing (via pairing button)



(The only way of pairing units without a display, with the pairing button)

You can activate the Pairing function via the pairing button.

1. One brief press of the button opens the *Pairing* menu.
2. Two brief presses activate the **Send info** function.
3. One long press activates the **Receive info** function.

*Units with both transmitters and receivers built in*  
Comfort Digisystem units with both transmitters and receivers built-in can be paired separately.

When opening the pairing menu, choose the concerning unit (transmitter/receiver). In units with both transmitters and receivers, the pairing button controls the transmitter.

The transmitter and receiver are paired separately in these units. The code key is always the same for the transmitter and the receiver when these are built-in in the same unit.

The easiest way to get the same code key in the whole Digisystem is to generate a new code key from the combined unit; in that way the built-in receiver gets the same code as the rest of the system.

## 8) More functions

### Function indicator (LED)

The function indicator shows the unit's status depending on its setting.

When the DM05 starts, the function indicator shows which channel is selected (1-10) by flashing green 1-10 times. If another channel has been paired in, this is indicated by the green lamp lighting for four seconds when the unit is started up.

On normal operation the indicator flashes every other second.

During charging the indicator shows red.

When the charging is completed, the indicator shows green.

When the battery gets low, the indicator flashes red every other second.

Once the unit has been set to receive pairing information, the indicator flashes green quickly.

When receiving pairing information, the indicator shows green for four seconds.

When sending pairing information, the indicator flashes red five times.

A constant green light indicates Change channel mode.

A constant red light indicates Change code mode.

An alternating red/green light indicates Factory reset mode.

## 9) Radio range and channels

The transmitter and receiver have built-in antennas. The radio range between the units is around 100 feet (30 metres). This may however vary depending on the particular environment you are in.

Like all radio systems, Comfort Digisystem communicates on specific channels. If you use two transmitters on the same channel or a neighbouring one, there may be interference. Other electronic equipment can also interfere with radio transmissions.

The channel that you use in your country is perhaps not permitted abroad. Always get in touch with your hearing aid provider in your country in order to find out which channels are permitted in different countries.

Comfort Audio is not liable for unauthorized use of radio waves, such as, but not limited to: interferences with police communication, or strategic communication, military installations etc.

## 10) Trouble shooting

### **The transmitter and receiver do not start**

Charge the transmitter and receiver. Remember to press the On/Off button down for 2 seconds to switch the unit on. Check that the charger is connected to the plug socket.

### **Poor speech intelligibility**

The distance between the transmitter and the receiver may be too long. The range is around 30 metres. The distance between the microphone and the person who is talking may also be too long; move the microphone nearer to the person talking.

Try to change channel/environment.

### **Poor range and interference**

In some environments involving, e.g., concrete, iron or sheet metal structures, the range may be reduced. There may also be equipment nearby causing interference. Change channel.

### **No sound**

Check that the transmitter and receiver are set to the same channel.

### **Loud hissing noise (no sound transfer)**

Check that the units are paired.

## 11) Battery maintenance

The rechargeable products in the Digisystem series are equipped with Li-Pol batteries, ie. the same type of batteries used for most mobile phones and laptop computers on the market today. These types of batteries are able to store large amount of energy in relation to their weight and volume.

The capacity of Li-Pol batteries diminishes during its life cycle. The battery type has no "memory effect", which would mean that you need fully discharge the battery before charging to minimize capacity loss. This means that you can just as well charge the battery often and little, as opposed to seldom and much. Special charging circuits in the Digisystem products protect batteries from overcharging.

The capacity of the Li-Pol batteries deteriorates faster when they subjected to deep discharge. Therefore, all products of the Digisystem are fitted with a function that automatically turns off the product well before deep discharge occurs. Deep discharge may still happen as the battery has a certain self-discharge. A product that is fully or partly charged will with enough time reach a state when the battery deep discharges, unless the charger is connected. To avoid this we recommend that the battery is charged at least every 6 months.

## 12) Service and warranty

### Warranty extension

Comfort Audio Inc. warrants this product sold to the first end user (buyer) against defects in materials or workmanship for the time period and as set forth below. Pursuant to this Limited Warranty, Comfort Audio will, at its own option, either (a) repair the product or the parts determined to be defective, using new or refurbished parts, or (b) provide you with a new, or at our option, a refurbished unit. The repaired or exchanged unit is under warranty for the remainder of the original product's warranty period. The warranty does not include any other direct, indirect or consequential damage or loss, or any third party damages or losses.

This Limited Warranty is for a period of two years from the date of purchase as indicated by an original receipt from a Comfort Audio authorized retailer, dispenser or medical facility. Headphones and earphones have a warranty of 30 days from purchase.

### How to make a warranty claim

For warranty service, you must contact the Comfort Audio Customer Service listed below to obtain an RMA (Return Merchandise Authorization) number. A description of the defect, your name, address and telephone number is required.

Ship the product freight prepaid via UPS or its equivalent, including a copy of the original purchase receipt, any cables, earphones and base/charger unit, in its original packaging or one that offers equal protection. Insure your shipment for loss or damage. Comfort Audio accepts no liability in case of damage or loss en route to our offices.

### This Limited Warranty does not cover

Damage from misuse, neglect or normal wear and tear. Products that have been modified. Products purchased or serviced outside the territory. If you purchased your product outside the territory, see your retailer for warranty information.

### Product Registration

Please complete, sign and mail the Product Registration Card packed with your unit. It will make it easier to contact you if it ever would be necessary.

Comfort Audio Inc.  
350 South Northwest Hwy, Ste 300  
Park Ridge, IL 60068 USA

To contact the Comfort Audio Customer Service,  
call (847) 656 5450  
or by e-mail [usa@comfortaudio.com](mailto:usa@comfortaudio.com)

## 13) Technical data

Type of transmitter:	SST – SecureStream Technology
Range:	Approx. 100 feet (30 m)
Dimensions:	2.28 x 1.06 x 0.55 inches (58 x 27 x 14 mm) incl. clip
Weight:	0.56 oz (16 g)
Frequency range:	904 - 927 MHz
Antenna:	Built-in
Operating time:	Up to six hours
Battery:	Chargeable Li-Polymer
Charging time:	Approx. two hours
Charger:	5V  220 mA
Microphone:	Built-in, omnidirectional



Conforms to ANSI/UL Std.60065

Certified to CAN/CSA Std.C22.2 No.60065:03

The weights, dimensions, capacities, performance ratings and other data in Comfort Audio's brochures, prospectus, circulars, advertisements, price lists and instructions sheets are mentioned only as general information. They are only approximate and shall not bind Comfort Audio.

## 14) Important safety instructions - Read these before using your product

Not following the Important Safety Instructions, or trying to repair and/or tampering the Equipment without the assistance of an authorized technician will void the Limited Warranty. Comfort Audio is not liable for any damages arising out of such unauthorized uses, repairs, and/or tampering.

**Please, heed all warnings. Read, keep and follow all the safety instructions below.**

### **WARNING!**

- Too high a volume can seriously damage your hearing.
- The necklace should not be used if there is a risk of getting stuck, e.g. in a machine or other objects.
- Keep small parts out of reach of children and animals. Choking hazard if swallowed.
- There is a danger of explosion if the battery is incorrectly replaced.

### **Follow these instructions:**

- 1) Do not use this product near water or in moist environments of any kind.
- 2) The product shall not be exposed to excessive heat such as sunshine, fire or the like.
- 3) Do not use the product near any heat sources such as radiators, heat registers or other apparatus that produce heat (e.g. amplifiers) and do not leave products, e.g. in a warm car.
- 4) Do not disassemble the product.
- 5) You must not change the battery yourself; please contact your point of purchase.
- 6) Do not defeat the safety features of the polarized or grounded plug. A polarized plug has two blades with different widths and will only fit into the socket one way. A grounded plug has a third grounded prong. The asymmetrical blades and the grounded prong are there for your safety. If the provided plug does not fit into your outlet, please consult a qualified professional/electrician for replacement of your outlet.
- 7) Never use a transmitter or receiver set to a non-permitted frequency. Check with the frequency authority in the country where the equipment is to be used.
- 8) The products include radio transmitters. Do not use products where it is not allowed to use electronic equipment, e.g. on airplanes.
- 9) Never charge product in closed, unaired spaces such as handbags, cases or other closed storage bags.
- 10) Ensure that the power cord is not pinched or damaged in any other way.
- 11) Unplug the product during lightning storms or if it is not used for a long period of time.
- 12) Always start listening at a low volume and then adjust it to a comfortable level.
- 13) Clean only with a dry cloth.
- 14) Only use the batteries and power supply or other accessories specified by Comfort Audio.
- 15) The product contains sensitive electronic equipment and must be handled carefully.
- 16) If the product does not operate normally, or if it has been damaged in any way, service is required. E.g. if the power-supply cord or plug is damaged, if the product has been in contact with water or if the product has been exposed to external impact, for instance been dropped. Refer all servicing to authorized service personnel.
- 17) Should the product break open because of damage, service should only be done by qualified service personnel.

*Subject to change*



**Comfort Audio**  
HEAR THE FUTURE

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