



# Hearing aid information

Left hearing aid		Right hearing aid	
Serial number		Serial number	
Model number		Model number	
Battery type	<input type="checkbox"/> Rechargeable		

Dome/earmold type	Closed dome	Open dome	Power dome	<input type="checkbox"/> Tulip dome	<input type="checkbox"/> RIE earmold
	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large	<input type="checkbox"/> Small <input type="checkbox"/> Medium <input type="checkbox"/> Large		

Program	Beep	Description
1	One beep	
2	Two beeps	
3	Three beeps	
4	Four beeps	

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# Introduction

Thank you for choosing our hearing aids. We recommend that you use your hearing aids every day.



**NOTE:** Read this booklet carefully BEFORE using your hearing aids.

## Intended use

Generic air-conduction hearing aids are wearable sound-amplifying devices intended to compensate for impaired hearing. The fundamental operating principle of hearing aids is to receive, amplify, and transfer sound to the eardrum of a hearing impaired person.

The hearing aid is intended to be used by adults and children 12 years of age or older. The hearing aid is intended to be used by lay persons.

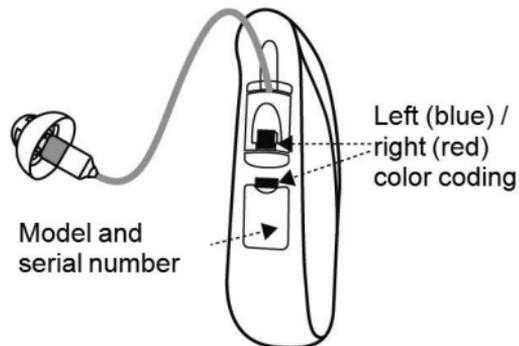
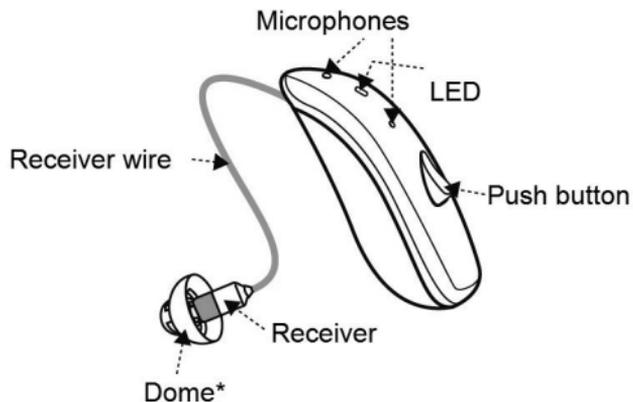
### For devices including a dome

The dome is intended to be connected to a receiver tube on the hearing aid. The dome is intended to ensure that the sound outlet of the hearing aid is placed in the ear canal.

This accessory is intended to be used by the same age group as the hearing aid. The accessory is intended to be used by lay persons.

# Getting to know your hearing aid

## Rechargeable model



\*Open dome is shown - yours may look different.

## Domes and earmolds



Tulip dome



Closed dome



Open dome



Power dome



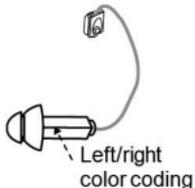
Custom earmold

Domes are all light gray.

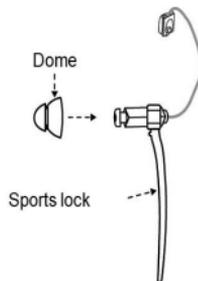
## Receivers and sport locks



Microphone



Left/right  
color coding



Dome

Sports lock

Your receiver may have a microphone as shown here.

Your hearing aids are color-coded.

Left = blue. Right = red.

The sport lock helps keep your hearing aids in place when you are physically active.

# Preparing your hearing aids for use

## Battery warnings — all models



**WARNING:** Batteries are harmful for the environment. Therefore, never try to burn them – dispose of your used batteries according to your country's regulations or return them to your hearing care professional.

## Battery warnings - Rechargeable model



**WARNING:**

- Rechargeable hearing aids are supported by a non-removable rechargeable lithium-ion battery cell. Exposure or ingestion can be seriously harmful.
- Never put your rechargeable hearing aid in your mouth.
- Keep your rechargeable hearing aid away from pets, children and people with cognitive, intellectual or mental health challenges.
- Never swallow lithium-ion batteries nor place them inside any part of the body, as this may lead to fatal injuries in two hours or less. If a lithium-ion battery is swallowed or placed inside any part of the body, or if a rechargeable hearing aid is swallowed, seek immediate medical attention.
- If the outer casing of your rechargeable hearing aid is broken, the rechargeable batteries inside may leak. In this case, do not attempt to use the hearing aid – contact your hearing care professional.

- Battery leakage can cause chemical burns. If you get exposed to battery leakage material, rinse immediately with warm water. If you get chemical burns, redness or skin irritation from battery leakage, seek medical attention.

## **Charging your hearing aids — Rechargeable model**

We recommend that you fully charge your hearing aids before using them. To learn how to charge your hearing aids, please consult the user guide for your hearing aid charger.

## **Low battery warning (All models)**

When the batteries are low on power, your hearing aids reduce the volume, and play a melody every 15 minutes, until they are empty and turn off.

## **Low battery alert when paired with wireless accessories (all models)**



### **NOTE:**

Your batteries will drain faster when you use wireless functions like streaming from your smart device or from your TV with our TV streamer. As the battery power declines, the wireless functions stop working. A short melody will play every five minutes to let you know that the battery power is low. The table below shows the functionality with different battery charge levels.

Battery level	Signal	Hearing aid	Remote control	Streaming
Fully charged		✓	✓	✓
Low	 4 even tones	✓	✓	x
Depleted	 3 even tones and 1 longer tone	✓	x	x

These will work again when you charge the hearing aid (Rechargeable model).

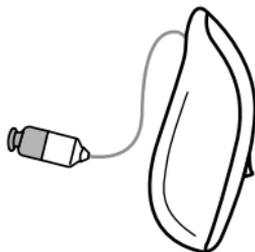
# Placing your hearing aids in your ears

## How to tell left from right

Left hearing aid (blue marking)



Right hearing aid (red marking)



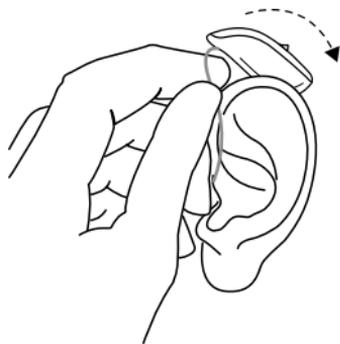
**CAUTION:** If you have two hearing aids, they may be programmed differently. Do not swap them as this could damage your hearing.

Your hearing aids are color-coded. Left = blue. Right = red.

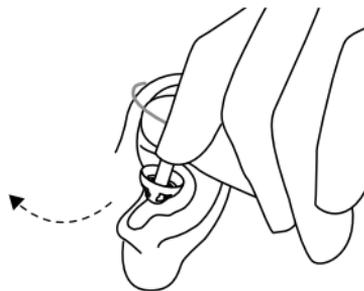
If your hearing aids are not color-coded, ask your hearing care professional to add color coding.

## Inserting the receiver dome into your ear

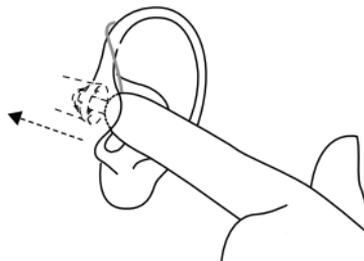
If your hearing aids have domes, follow these instructions:



1. Hang the hearing aid over the top of your ear.



2. Hold the receiver wire where it bends and gently place/push the receiver dome into your ear canal.



3. Push the dome far enough into your ear canal so that the wire rests against your head. You can check in a mirror.



**NOTE:** To avoid whistling, ensure that the wire and dome fit correctly into your ear. If you continue to experience whistling, check the troubleshooting guide for other possible reasons and solutions.

## Sports lock

If you are very active, your hearing aids may move from the correct position. To avoid this situation, your hearing care professional can attach and adjust a sports lock to the receiver.

To insert a hearing aid with a sports lock:

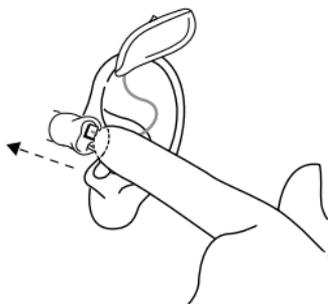
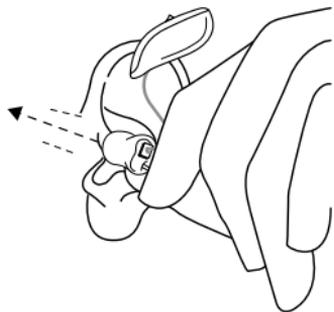
1. Insert the hearing aid as usual
2. Tuck the sport lock into the bottom of the concha (the part of your ear just outside the ear canal).



**NOTE:** Sports locks may become stiff, brittle, or discolored over time. Contact your hearing care professional for a replacement. Your hearing care professional will help you replace it.

## Inserting earmolds into your ears

If your hearing aids have earmolds, follow these instructions:



1. Hold the earmold between your thumb and index finger and position the sound outlet into your ear canal.
2. Slide the earmold into your ear with a gentle, twisting movement. Move the earmold up and down and press gently. Opening and closing your mouth may assist.
3. Place the hearing aid behind your ear and ensure it is secure. When properly inserted, your hearing aids should fit snugly and comfortably.

**i** **NOTE:** When inserting an earmold, it may help to pull your ear up and back with the opposite hand.

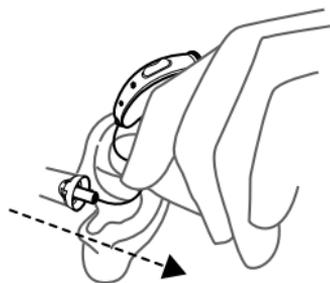
# Removing your hearing aids from your ears

## Removing receiver domes from your ears

If your hearing aids have domes, follow these instructions:



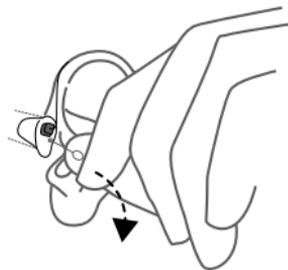
1. Lift the hearing aid off your ear.



2. Hold the receiver wire with your thumb and forefinger where it bends and pull the dome out of your ear canal.

## Removing earmolds from your ears

If your hearing aids have earmolds, follow these instructions:



1. Lift the hearing aid from behind your ear. Let it hang beside your ear momentarily
2. Using your thumb and index finger, gently pull the earmold (not the hearing aid or the wire) loose from your ear. If your earmold has a removal cord, pull it gently to assist. The removal cord is a separate line that is additionally attached to the earmold if requested. Remove the earmold completely by twisting it gently.

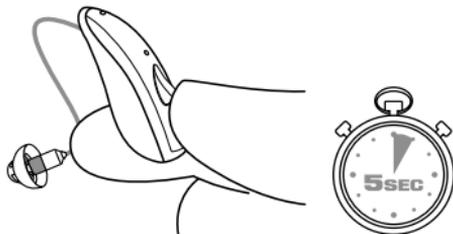
# Using your hearing aids

## Turning your hearing aids on and off

### Turning your hearing aids on and off — Rechargeable model

To turn your hearing aids on or off, press the push button for **5 seconds**.

Pressing the button for other lengths of time enables other functions such as flight mode and streaming. These are described elsewhere in this manual.



### Explanation of indicator lights:

- One 2-second green blink: The hearing aid turns on and is in operating mode.
- Three 1-second green blinks: The hearing aid turns off.
- When the hearing aid is present in the charger, green indicator lights pulsate: The hearing aid is recharging.

Your hearing aids turn off automatically when you place them in the charger and they turn on automatically when you remove them from the charger.

## Smart Start

Smart Start delays the time for your hearing aid to turn on after you remove the hearing aids from the charger . This function produces a beep for each second of the delay period (either 5 or 10 seconds). Smart Start delays when sound comes through your hearing aid. It gives you time to put on the hearing aid without whistling or other issues.

If you do not want to use this function, ask your hearing care professional to deactivate it.

## Listening programs

Your hearing care professional can activate one or more listening programs in your hearing aids. These programs can help you in specific situations. Ask your hearing care professional about which programs could be useful for you.

Programs	Use
All-Around	The best option if you want only one program.
Restaurant	For use in noisy places such as restaurants and social gatherings.
Music	For listening to music.
Acoustic phone	A special program for phone conversations.
Outdoor	For outdoor use.
Ultra Focus	For use only in very noisy places (more focused than the Restaurant program).

## Apps

We have some apps that you can use to control your hearing aids. You can use these to adjust the volume, change programs and stream from another device. There is more information on these in the Advanced Options chapter.

## Using the push button



### Changing programs

- Push the button to switch from one program to the next. Your hearing aids will beep to confirm the change. The number of beeps indicates which program you have selected.
- To get back to the default listening program, keep scrolling, or turn your hearing aids off and on again.

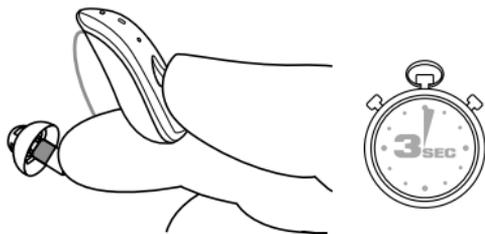


**NOTE:** If you have two hearing aids with synchronization enabled, a change of program on one hearing aid automatically applies to the second hearing aid as well.

### **Streaming Sound to your hearing aids**

Press the button and keep it pressed for three seconds. Your hearing aids will start streaming from the audio device you have chosen.

Before you can stream to your hearing aids, you must pair them with your audio device. For more information on how to do this, consult the user instructions for your audio device.



# Advanced options

## Using a telephone

Your hearing aid allows you to use your telephone as you normally do. Finding the optimal position for holding the phone may require practice.

The following suggestions may be helpful:

1. Hold the telephone up to your ear canal or hold it close to the hearing aid microphones as illustrated.
2. If you hear whistling, try holding the telephone in the same position for a few seconds. The hearing aid may be able to cancel the whistling.
3. You can also try holding the telephone slightly away from the ear.



### NOTE:

- Depending on your needs, your hearing care professional may activate a function specifically for telephone use.

## Mobile phones

Your hearing aids comply with the most stringent Standards of International Electromagnetic Compatibility. Any degree of disturbance can be due to the nature of your particular mobile phone or of your wireless telephone service provider.



## Using your hearing aids with iPhone, iPad and iPod touch (optional)

Your hearing aids are Made for iPhone®, iPad® and iPod touch®, which allow for direct audio streaming and control from these devices.

## Streaming from an Android™ smartphone

Some Android smartphones can stream audio directly to your hearing aids. Your device must be running Android 10 or newer and it must have the Android Streaming for Hearing Aids feature as well.



**NOTE:** For assistance with pairing and using these products with your hearing aids, contact your hearing care professional.

## Using your hearing aid with smartphone apps (optional)

The smartphone apps send and receive signals to and from the hearing aids via smartphones.

- Do not disable app notifications.
- Install updates to keep the app working correctly.
- To obtain a printed version of the smartphone app user guide, please refer to information on the back page of this user guide or consult customer support.



**NOTE:**

- For assistance with pairing and using these products with your hearing aids, contact your hearing care professional or visit our support site.
- If your Bluetooth® enabled Android smartphone does not stream directly to your hearing aids, you can use our Phone Clip+ for streaming capabilities

## Online Services (optional)

If you have signed up to use Online Services with your hearing aids, you can have your hearing aids adjusted remotely without having to visit your hearing care professional. All you need is a smart device that is internet-enabled. This allows you to experience freedom and flexibility such as:

1. Requesting remote assistance to adjust your hearing aids.
2. Ensuring the best possible performance of your hearing aids by keeping them up to date with the latest software.



**NOTE:** Your hearing aids will turn off during the install and update process.

For optimum performance, ensure your hearing aids are connected to the Smartphone app and placed close to the iPhone, iPad, iPod touch or Android smartphone.

This service only works if your mobile device is connected to the internet. Your hearing care professional will provide information about this option, and how it works with the Smartphone app.



## Phone Now (optional)

If you place a magnet on the telephone receiver, your hearing aids will automatically switch the telephone program on when the receiver is close to your ear.

When you remove the receiver from your ear, the hearing aids automatically return to the previous listening program.



**NOTE:** Ask your hearing care professional to enable Phone Now as one of your programs.

## Phone Now warnings

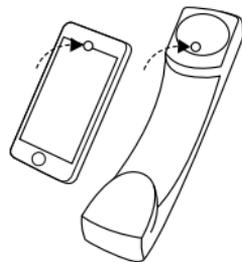
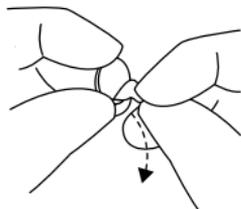
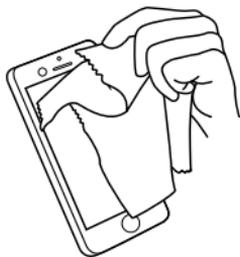


### **WARNING:**

- Swallowing a magnet can be harmful to your health. If a magnet is swallowed, seek immediate medical attention.
- Keep magnets out of reach of pets, children and people with cognitive, intellectual or mental health challenges.
- The Phone Now magnet may affect sensitive medical devices/electronic systems. Seek advice from the manufacturers regarding appropriate safety measures when using the Phone Now solution near the sensitive device/equipment (pacemakers and defibrillators) in question. If the manufacturer cannot issue a statement, we recommend keeping the magnet or a telephone equipped with the magnet 30 cm (12") away from magnetically sensitive devices (e.g. pacemakers).

## Placing the Phone Now magnet

Place the magnet on your telephone receiver as follows:



1. Clean the surface thoroughly. Use a recommended cleaning agent.
2. Remove the foil from the magnet.
3. Place the magnet on the phone.



### CAUTION:

- If you experience frequent signal loss or noise during calls, move the Phone Now magnet to another place on the telephone receiver.
- Only use magnets supplied by the manufacturer.

## How to use Phone Now

1. Lift the telephone to your ear.
2. When you hear a short melody, the phone program is active.

**NOTE:**

- You may need to move the telephone receiver slightly to find the best position for a reliable Phone Now activation and a good hearing experience on the telephone.
- If your hearing aids have enabled the Comfort Phone functionality, the hearing aid on the non-phone ear automatically attenuates.
- Do not cover the phone loudspeaker opening with the magnet.
- If the function does not work to your satisfaction, moving the magnet to another position may improve ease of use and comfort.
- If your hearing aids do not switch to the telephone program consistently, try repositioning the magnet or adding additional magnets.

## Flight Mode (optional)

Your hearing aids can be controlled from your smartphone or Remote Control – this option can be added by your hearing care professional. However, in some areas you are requested to turn off wireless communication.

**CAUTION:**

- This hearing aid contains a radio frequency transmitter. When boarding a flight, follow airline instructions and turn off hearing aid wireless functionality when and as directed.



**NOTE:** You must follow the processes below for both hearing aids, even if synchronization is enabled.

## Turning off wireless communication (activating Flight Mode) - Rechargeable model

1. Turn off your hearing aid.
2. Press the button for 9 seconds.
3. Your hearing aid will double-flash four times. If you are wearing your hearing aids at the time, you will hear double tones (♪♪♪♪) for about 10 seconds, meaning the hearing aid is now in Flight Mode.

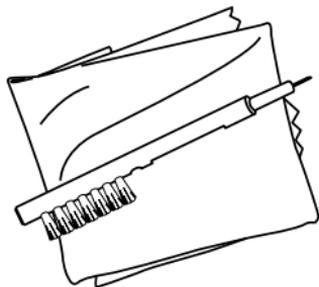
## Activating wireless communication (turning off Flight Mode) - Rechargeable model

1. Turn your hearing aid off and then on.
2. Wireless communication will be activated after 10 seconds.

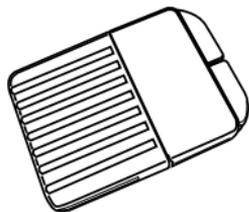
# Cleaning and caring for your hearing aids

## Cleaning tools

These cleaning tools come with your hearing aids:



1. Soft cloth.
2. A brush with a battery magnet.



Your hearing care professional may give you a set of wax filters.

## General instructions for care and maintenance

**i** **NOTE:** To ensure you get the highest quality experience and longest useful lifetime out of your hearing aids, it is important to clean and care for them.

Keeping your hearing aids in perfect working order is easily done – just follow these steps:

1. After removing your hearing aids, wipe them with a soft cloth to keep them clean and dry.
2. If you use a drying agent, only use recommended products.
3. Apply cosmetics, perfume, after-shave, hairspray, lotions, etc. **BEFORE** putting on your hearing aids. These products can damage or discolor your hearing aids.
4. Never immerse your hearing aids in liquid.
5. Keep your hearing aids away from excessive heat and direct sunlight.
6. Do not swim, shower or steam bathe while wearing your hearing aids.



**!** **CAUTION:**

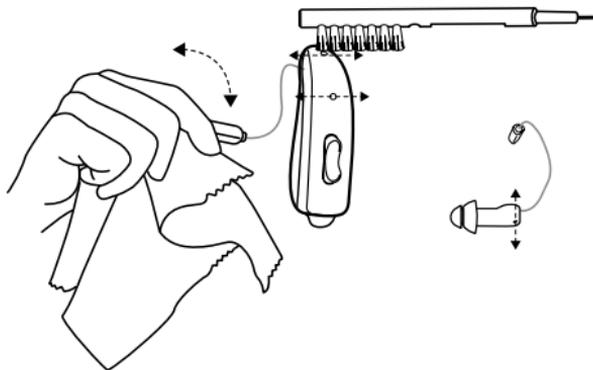
- Never use alcohol or other cleaning solutions to clean your hearing aids. This can damage your hearing aids and may cause a skin reaction.
- Ear wax or other residue on your hearing aids can cause an infection. To avoid this, clean your hearing aids as instructed.

## Daily care and maintenance

It is important to keep your hearing aids clean and dry on a daily basis. Use the supplied cleaning tools.



1. Wipe your hearing aids with the cloth.



2. Swipe the small brush across the microphones. If your receiver has a microphone, remember to brush that as well.



### NOTE:

- Never try to put the bristles of the small brush or the cleaning wire into the microphone inlets. This can damage your hearing aids.
- Do not use water to clean your receiver wires or domes
- Use a soft, dry cloth to wipe your earmolds clean.

- Receiver wires may become stiff, brittle, or discolored over time. If you think your receiver wire needs to be replaced, contact your hearing care professional.

## Changing your hearing aid domes

We recommend that your hearing care professional shows you how to change domes. You should change your domes every 3 months or more often according to the advice of your hearing care professional. Incorrect dome replacement can result in a dome being left in your ear when you remove your hearing aid.

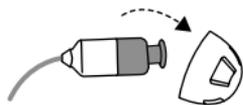


### CAUTION:

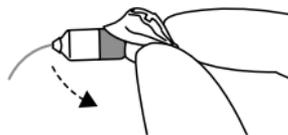
- If you suspect that you have a dome stuck in your ear, consult your hearing care professional.

## Standard domes

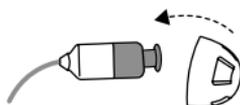
The illustrations show an open dome, but the procedure is the same for all other domes. Follow these instructions to replace your domes.



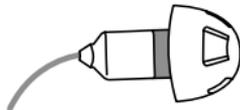
1. Remove the used dome by pulling it off the receiver and discard. This may require a bit of force.



3. Check that the dome is securely mounted by carefully lifting the lower part of the dome and verifying that the collar completely covers the ribbed end of the receiver.



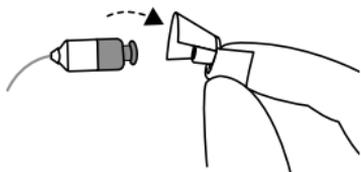
2. Push the new dome over the ribbed end of the receiver.



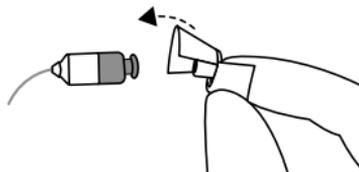
4. When placed correctly, the dome will appear slightly angled.

## Tulip domes

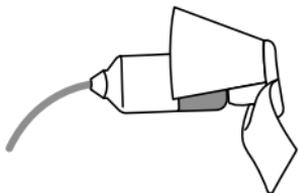
To change a tulip dome, follow these instructions:



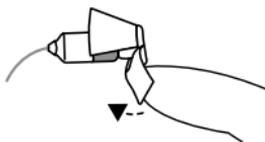
1. Remove the used dome by pulling it off the receiver and discard. This may require a bit of force.



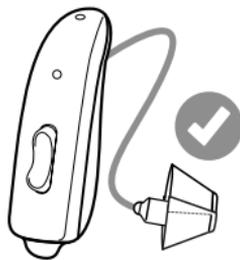
2. Push the largest petal back, then press the tulip dome over the ribbed end of the receiver.



3. Check that the tulip dome is securely mounted by verifying that the collar completely covers the ribbed end of the receiver.



4. Push the larger petal forward.

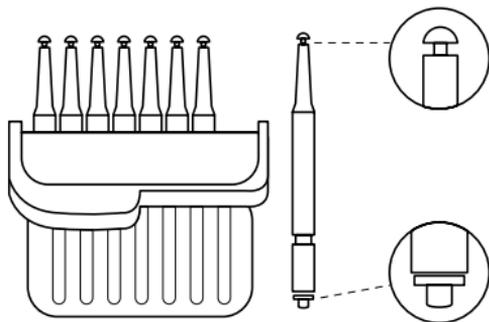


This illustration shows a correctly mounted tulip dome. Ensure the large petal is outside the small petal.

## Changing the wax filter

The wax filter helps keep earwax away from the components of the hearing aid. You must replace it on a regular basis. Consult your hearing care professional for advice on how often you need to do this. It will depend on how much wax your ears produce.

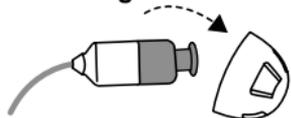
If you wear a dome, remove it before following this process for replacing the wax filter. You will need your box of wax filter tools.



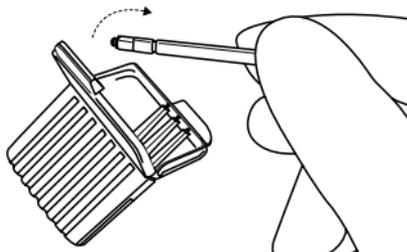
Box of 8 wax filter tools.

The wax filter tool has two functions: a removal tip to collect the used filter, and a replacement tip with a white filter.

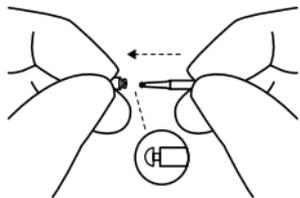
## Removing the old wax filter



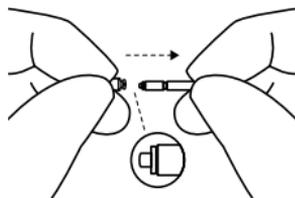
1. Remove the dome from the receiver.



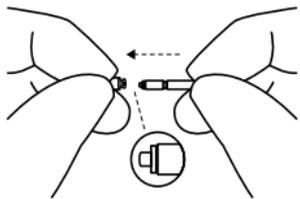
2. Open the wax filter case and take out one of the tools. Each tool has a small hook in one end and a new wax filter in the other.



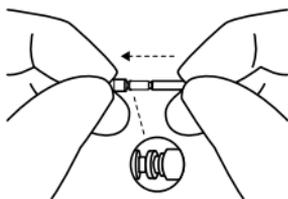
3. Insert the removal tip into the used wax filter and then pull the tool straight out. It is important to pull it straight and not on an angle.



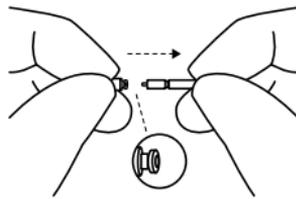
## Inserting the new wax filter



1. Insert the other end of the tool into the sound outlet (the end with the replacement filter).



2. Gently press the replacement straight into the sound outlet until the outer ring is touching the sound outlet.



3. Pull the tool straight out – your new wax filter will remain in place. Re-attach your dome or a replacement dome.

# Wireless accessories

Our wireless eco-system features a comprehensive range of seamlessly integrated wireless accessories. These let you stream high quality stereo sound and speech directly to your hearing aids.

Please find the list of available wireless accessories and their features below:

- **TV Streamer 2** streams audio from a TV and most other audio sources to your hearing aids at a volume that suits you.
- **Remote Control** adjusts volume, mutes your hearing aids and changes programs.
- **Remote Control 2** adjusts volume, mutes your hearing aids, changes programs and displays your settings.
- **Phone Clip+** streams phone conversations and stereo sound to both hearing aids and doubles as a remote control.
- **Micro Mic** is a microphone that can be worn by others. It improves speech comprehension in noisy situations.
- **Multi Mic** works like the **Micro Mic** but doubles as a table microphone. It connects with loop and FM systems and has a mini-jack input for streaming audio from a computer or music player.



## NOTE:

- Ask your hearing care professional for more information on the range of available wireless accessories.
- You should only use recommended wireless accessories with your wireless hearing aids. For assistance with pairing your hearing aid with any of our accessories, please refer to the user guide for the relevant wireless accessory.

# General warnings and cautions



## WARNING:

- Consult a hearing care professional:
  - If you think there may be a foreign object in your ear canal
  - If you experience skin irritation
  - If excessive ear wax accumulates with the use of the hearing aid
- Do not wear your hearing aids while being exposed to radiation. Some types of radiation, e.g. from MRI or CT scanners, can affect the settings in your hearing aids, causing malfunction and potential damage to your hearing.
- Other types of radiation, such as burglar alarms, room surveillance systems, mobile phones and radio equipment will not damage your hearing aids. However, they may briefly affect the sound quality in your hearing aids and may create undesired sounds.
- Never use your hearing aids in places with explosive gases such as mines, oil fields or similar unless these areas are certified for hearing aid use. Using your hearing aids in places that are not certified for hearing aid use can be dangerous.
- For safety reasons, use only the charger supplied by the manufacturer (Rechargeable model).
- Do not attempt to dry your hearing aids in an oven, microwave oven or other heating equipment. This will cause them to melt and may cause burns to your skin.
- External devices connected to the electrical input must be safe according to the requirements of IEC 60601-1, IEC 60065, EN/IEC 62368-1, or IEC 60950-1, as appropriate.

### **Warnings related to power hearing aids**

- A power hearing aid can produce very loud sound to compensate for a severe or profound hearing loss. There is therefore a risk of further impairing the remaining hearing.
- Your hearing aids have been customized to amplify soft and loud sounds according to your particular needs. If the amplification seems too loud or you suspect the hearing aid is malfunctioning (e.g. you hear distorted or unusual sound), contact your hearing care professional. A malfunctioning hearing aid can damage your hearing.
- In general, exposure to loud sounds can damage your hearing. This could be loud music or loud environments. You can best protect your hearing by reducing exposure to loud sound and environments or by using hearing protection.
- Warning to hearing care professionals: Special care should be exercised in selecting and fitting hearing aids with a maximum sound pressure level that exceeds 132 dB SPL, measured in a 2 cc acoustic coupler in accordance with IEC 60318-5:2006. The remaining hearing may risk further impairment.



## CAUTION:

- Use your hearing aids as your hearing care professional recommends. Incorrect use may damage your hearing.
- Do not use a broken hearing aid. It may not work properly and may be harmful to your hearing. It may also cause scratches or sores due to sharp edges.
- Use only original consumables from the manufacturer, e.g. domes.
- Use only accessories intended for use with your hearing aids. Consult your hearing aid professional for more information.
- Do not try to modify the shape of your hearing aid or accessories. This can cause skin reactions or sharp edges leading to scratches or sores.
- If you have two hearing aids, they may be programmed differently. Do not swap them as this could damage your hearing. Your hearing aids are color-coded. Left = blue. Right = red. If your hearing aids are not color-coded, ask your hearing care professional to add color coding.
- If you experience side effects, contact your hearing care professional. Possible side effects from wearing a hearing aid may be:
  - Dizziness
  - Tinnitus
  - Perceived worsening of hearing loss
  - Nausea
  - Headache
  - Skin reaction
  - Ear wax accumulation

- If you suspect that you have a dome, wax filter or other object in your ear canal, consult your hearing care professional. These objects can be harmful and can cause an infection in your ear.
- If you have a sore or injury where your hearing aid touches your ear or head, continued use of the hearing aid may cause it to worsen or prevent it from healing. Consult your hearing care professional for assistance.
- Your hearing aids are tuned to your hearing. Do not allow others to use your hearing aids as this can damage their hearing.
- When using wireless functions, your hearing aid uses 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 hearing aid away from the affected electronic device.
- Turn off hearing aid wireless functionality when this is required.
- For Hearing Care Professionals: Do not change the outer casing or any parts of a hearing aid unless appropriately protected against ESD.

# Troubleshooting

Issue	Potential cause	Potential solution
Feedback or "whistling"	Is your earmold or dome inserted correctly in your ear?	Re-insert it.
	Is the volume very loud?	Reduce the volume.
	Is the receiver wire broken or the earmold clogged?	Visit your hearing care professional.
	Are you holding an object (e.g. a hat or a telephone mouthpiece) close to the hearing aid?	Move your hand away to create more space between the hearing aid and the object.
	Is your ear full of wax?	Visit your physician.
No sound	Is the hearing aid turned on?	Turn it on.
	Is the hearing aid charged? (Rechargeable model)	Charge the hearing aid. (See the user manual for your charger.)
	Is the hearing aid charger charged? (Rechargeable model)	Charge the hearing aid charger. (See the user guide for your charger.)
	Is the receiver wire broken or the earmold clogged?	Consult your hearing care professional.
	Is your ear full of wax?	Visit your physician.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
Battery drains very quickly.	Did you leave your hearing aid on for long periods of time?	Always turn off your hearing aids when you are not using them, e.g. during the night.
	Is the hearing aid 3-4 years old? (Rechargeable model)	Visit your hearing care professional.
Hearing aid is not charging	Is the hearing aid sitting correctly in the charger?	Reinsert the hearing aid in the charger. (See the user guide for your charger.)
	Is the hearing aid charger charged or plugged into a power source?	Charge the hearing aid charger. (See the user guide for your charger.)

## **Warnings to hearing care professionals (US only)**

### **Hearing aid expectations**

- A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- Consistent use of the hearing aid is recommended. In most cases, infrequent use does not permit you to get full benefit from it.
- The use of a hearing aid is only part of hearing rehabilitation and may need to be supplemented by auditory training and instructions in lip-reading.

### **Warning to Hearing Aid Dispensers**

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid, if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

1. Visible congenital or traumatic deformity of the ear.
2. History of active drainage from the ear within the previous 90 days.
3. History of sudden or rapidly progressive hearing loss within the previous 90 days.
4. Acute or chronic dizziness.
5. Unilateral hearing loss of sudden or recent onset within the previous 90 days
6. Audiometric air-bone gap equal to or greater than 15 dB at 500 hertz (Hz), 1000 Hz, and 2000 Hz.

7. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
8. Pain or discomfort in the ear.



## **Important notice for prospective hearing aid users**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or hearing aid dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical

evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### **Children with hearing loss**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation because hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.

# Regulatory information

## Warranties and repairs

The manufacturer provides a warranty on hearing aids in the event of defects in workmanship or materials, as described in applicable warranty documentation. In its service policy, the manufacturer pledges to secure functionality at least equivalent to the original hearing aid. As a signatory to the United Nations Global Compact initiative, the manufacturer is committed to doing this in line with environment-friendly best practices. Hearing aids therefore, at the manufacturer's discretion, may be replaced by new products or products manufactured from new or serviceable used parts, or repaired using new or refurbished replacement parts. The warranty period of hearing aids is designated on your warranty card, which is provided by your hearing care professional.

For hearing aids that require service, please contact your hearing care professional for assistance.

Hearing aids that malfunction must be repaired by a qualified technician. Do not attempt to open the case of hearing aids, as this will invalidate the warranty.

## Temperature test, transport and storage information

Our hearing aids are subjected to various tests in temperature and damp heating cycling between -25 °C (-13 °F) and +70 °C (+158 °F) according to internal and industry standards.

During normal operation the temperature should not exceed the limit values of +5 °C (+41 °F) to +40 °C (104 °F) at a relative humidity of 90%, non-condensing. Atmospheric pressure between 700 hPa and 1060 hPa is appropriate.

During transport or storage, the temperature should not exceed the limit values of:

- -25 °C (-13°F) to +5 °C (41°F)
- +5 °C (41 °F) to +35 °C (95 °F) at a relative humidity up to 90 %, non-condensing
- >+35 °C (95 °F) to +70 °C (158 °F) at a water vapor pressure up to 50 hPa.

Warm-up time: 5 minutes.

Cool-down time: 5 minutes.

## **Expected service lifetime**

The expected service lifetime for the hearing aid is minimum 5 years.

## Statement

This device complies with part 15 of the FCC rules and ISED rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



**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 and ISED 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 according to 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 the receiver
- Connect the equipment to an outlet or a circuit different from the one 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.

## The products are in compliance with the following regulatory requirements:

- In the US: FCC CFR 47 Part 15, subpart C.
- Other identified applicable international regulatory requirements in countries outside the EU and US. Please refer to local country requirements for these areas.
- In Canada: these hearing aids are certified under the rules of ISED.
- Japanese Radio Law and Japanese Telecommunications Business Law Compliance: This device has been certified pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid).

## Type designations

Hearing aid type designations for models included in this user guide are:

**CAR46A**, FCC ID: X26CAR46A, IC: 6941C-CAR46A

This device transmits and receives RF signals in the frequency range of 2.4 GHz - 2.48 GHz.

## Hearing aid variants

**Mini Receiver In-the-Ear (RIE)** hearing aids of type **CAR46A** with FCC ID X26CAR46A, IC number 6941C-CAR46A and rechargeable Li-Ion battery are available in the following variants:

PM861-DRWCXZ561-C.

Nominal RF output power transmitted is -11.5 dBm.

All above-mentioned hearing aids contain a magnetic induction radio operating on the 10.66 MHz frequency. The magnetic field strength of the radio is: Max. -24 dB $\mu$ A/m at a 10 m distance.

## Symbols



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



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



**NOTE:** Advice and tips on how to handle your hearing aid better.



Equipment includes an RF transmitter.



Follow instructions for use.



Do not dispose of your hearing aids and batteries with ordinary household waste. Your hearing aids and batteries should be disposed of at sites intended for electronic waste or returned to your hearing care professional for safe disposal. Please ask your local hearing care professional concerning disposal of your hearing aid.

**NOTE:** There may be specific regulations in your country.



Complies with ACMA requirements.

Complies with  
IMDA Standards  
DA105282

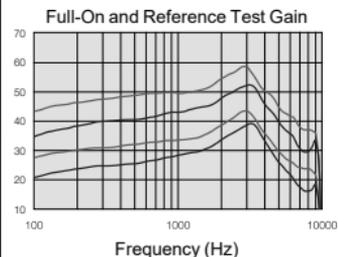
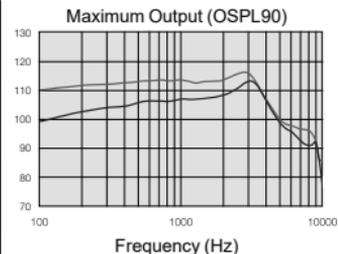
Complies with IMDA standards.

# Technical specifications

## RIE — LP/MP receiver

Models: XZ561-C

		LP	MP	
Reference test gain (60 dB SPL input) (The two lower curves in the Full-On and Ref. Test. Gain chart)	HFA	32	37	dB
Full-on gain (50 dB SPL input) (The two upper curves in the Full-On and Ref. Test. Gain chart)	Max HFA	53 46	58 52	dB
Maximum output (90 dB SPL input)	Max. HFA	113 108	116 114	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.5 0.2 0.4	0.6 0.6 0.7	%
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction	1600 Hz	20 7	20 7	dB SPL
Frequency range IEC 60118-0: 2015		100- 9410	100- 9160	Hz
Battery Lifetime (Battery type Rechargeable)**		30	30	Hours



Measured according to ANSI S3.22-2014, IEC 60118-0:2015, JIS C 5512: 2015, 2cc coupler.

\*Telecoil is only for the

\*\*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

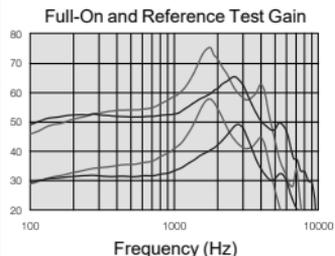
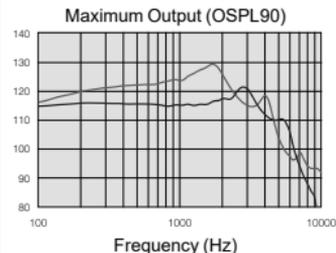
# RIE — HP/UP receiver

Models: XZ561-C

		HP	UP	
Reference test gain (60 dB SPL input) (The two lower curves in the Full-On and Ref.Test.Gain chart)	HFA	40	47	dB
Full-on gain (50 dB SPL input) (The two upper curves in the Full-On and Ref.Test.Gain chart)	Max. HFA	65 59	75 65	dB
Maximum output (90 dB SPL input)	Max. HFA	122 117	130 124	dB SPL
Total harmonic distortion	500 Hz	0.3	1.0	%
	800 Hz	0.7	1.3	
	1600 Hz	0.7	0.1	
Telecoil sensitivity (1 mA/m input)*	Max.	95	106	dB SPL
HFA - SPLIV @ 31.6 mA/m (ANSI)	HFA	100	108	
Full-on telecoil sensitivity @ 1 mA/m	HFA	88	95	
Equivalent input noise, w/o noise reduction		20	22	dB SPL
1/3 Octave Equivalent input noise, w/o noise reduction	1600 Hz	7	9	
Frequency range IEC 60118-0: 2015		100- 7140	100- 5010	Hz
Battery Lifetime (Battery type Rechargeable)**		30	30	Hours

Measured according to ANSI S3.22-2014, IEC 60118-0:2015, JIS C 5512: 2015, 2cc coupler.

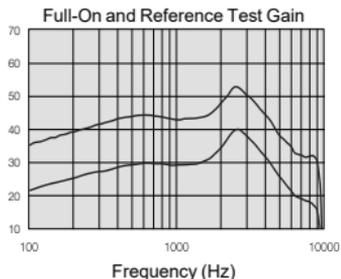
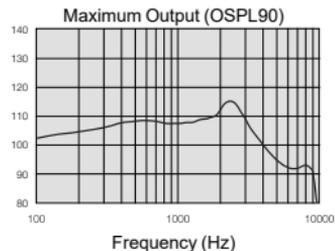
\*\* Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.



# RIE — MM receiver

Models: XZ561-C

		MM	
Reference test gain (60 dB SPL input) (The lower curve in the Full-On and Ref. Test Gain chart)	HFA	33	dB
Full-on gain (50 dB SPL input) (The upper curve in the Full-On and Ref. Test Gain chart)	Max. HFA	53 47	dB
Maximum output (90 dB SPL input)	Max. HFA	115 110	dB SPL
Total harmonic distortion	500 Hz 800 Hz 1600 Hz	0.1 0.9 0.4	%
Telecoil sensitivity (1 mA/m input)* HFA - SPLIV @ 31.6 mA/m (ANSI) Full-on telecoil sensitivity @ 1 mA/m	Max. HFA HFA	82 93 75	dB SPL
Equivalent input noise, w/o noise reduction 1/3 Octave Equivalent input noise, w/o noise reduction	1600 Hz	20 7	dB SPL
Frequency range IEC 60118-0: 2015		100- 9100	Hz
Battery Lifetime (Battery type Rechargeable)**		28	Hours



Measured according to ANSI S3.22-2014, IEC 60118-0:2015, JIS C 5512: 2015, 2cc coupler.

\*\*Expected operating time of the rechargeable battery depends on active features, the use of wireless accessories, hearing loss, battery age and sound environment.

# Additional information

## Acknowledgements

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**NOTE:** Use of the Made for Apple badge means that an accessory has been designed to connect specifically to iPhone, iPad and iPod touch models, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

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# Notes

Manufacturer according to FDA:

**GN Hearing Care Corporation**  
8001 E Bloomington Freeway  
Bloomington, MN 55420  
USA  
1-888-735-4327