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Phonak Naída™ L-PR

User Guide

Phonak Naída L-PR
Phonak Naída L-PR Trial
Phonak Charger Combi BTE 2
Phonak Charger Combi BTE
Phonak Charger BTE RIC

This user guide is valid for:

Wireless hearing aids

CE 0459

Phonak Naída L90-PR
Phonak Naída L70-PR
Phonak Naída L50-PR
Phonak Naída L30-PR
Phonak Naída L-PR Trial

Charging accessories

CE UK CA

Phonak Charger Combi BTE 2
Phonak Charger Combi BTE
Phonak Charger BTE RIC

Note that instructions for the activity tracking functions can be found in the myPhonak User Guide.

Your hearing aid and charger details

ⓘ If no box is checked and you do not know the model of your hearing aid or charging accessory, please ask your hearing care professional.
ⓘ The hearing aids described in this user guide contain a built-in and non-removable rechargeable lithium-ion battery.
ⓘ The Power Pack contains a built-in and non-removable rechargeable lithium-polymer battery.
ⓘ Please also read safety information regarding handling rechargeable hearing aids (chapter 26).

Hearing aid models

- ☐ Naída L-PR (L90/L70/L50/L30)
- ☐ Naída L-PR Trial

Charging accessories

- ☐ Charger Combi BTE 2*
- ☐ Charger Combi BTE*
- ☐ Charger BTE RIC*
- ☐ Power Pack

* incl. power adapter and USB cable

Earpieces

- ☐ Classic earmold
- ☐ Dome
- ☐ SlimTip
- ☐ Universal eartip

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Your hearing aids and chargers have been developed by Phonak – a world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed with your well-being in mind. We thank you for making such a great choice and wish you many years of listening pleasure. Please read the user guide carefully to make sure that you understand and get the best out of your device. Training is not required for handling of this device. A hearing care professional will help set up this device according to your individual preferences during the fitting consultation. For more information regarding features, benefits, set up, use, maintenance or repairs of your hearing aid and accessories, please contact your hearing care professional or the manufacturer representative. Additional information can be found in the datasheet of your product.

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Your hearing aid and charger

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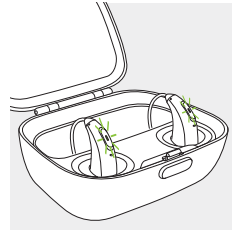
1. Quick guide

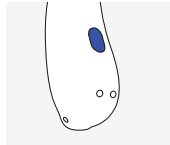
Charging your hearing aid

ⓘ Before using your hearing aid for the first time, it is recommended to charge it for 3 hours.

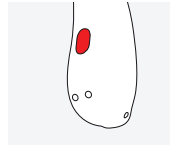
After placing your hearing aid in the charger, the indicator light will show the charging state of the battery until the hearing aid is fully charged. When fully charged the indicator light will be solid green.



Left and right hearing aid markings

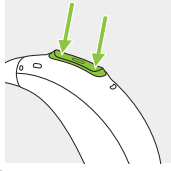


Blue marking for **left hearing aid.**



Red marking for **right hearing aid.**

Multi-function button with indicator light



The button has several functions.
It functions as an on/off switch, a volume control and/or a program change depending on the hearing aid programming. This is indicated in your individual "Hearing aid instructions".

On/Off: Firmly press the lower part of the button for 3 seconds until the indicator light blinks.
On: indicator light is solid green
Off: indicator light is solid red

Phone calls: If paired with a Bluetooth® enabled phone, a short press will accept and a long press will reject an incoming call.

Enter flight mode: When device is off, press the lower part of the button for 7 seconds until the solid orange light appears. Then release the button.

Tap Control (only available for models L90 and L70)

If paired with a Bluetooth® enabled device, multiple functions can be accessed using Tap Control, please refer to chapter 10. This is also indicated in your individual "Hearing aid instructions". To use Tap Control tap the top of your ear twice.

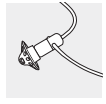
2. Parts of the hearing aid and charger

The following pictures show the hearing aid model and charger accessory described in this user guide. You can identify your personal models by:

- Checking "Your hearing aid and charger details" on page 3.
- Comparing your earpiece, hearing aid and charger with the following models.

Compatible earpieces

Classic earmold

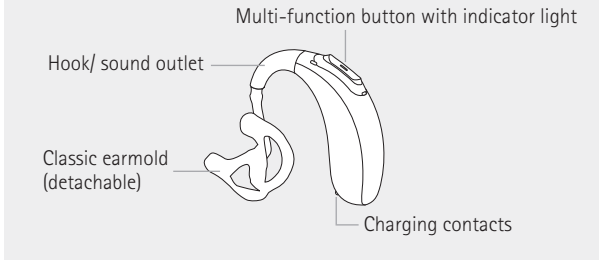


Dome

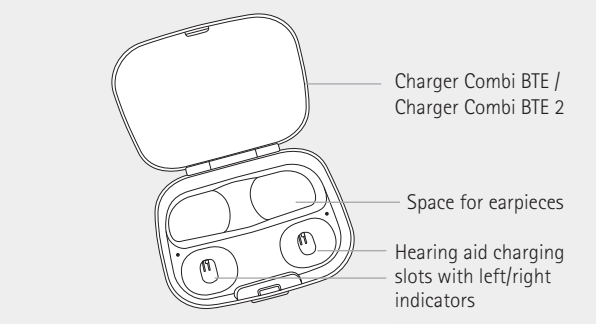
SlimTip

Universal eartip

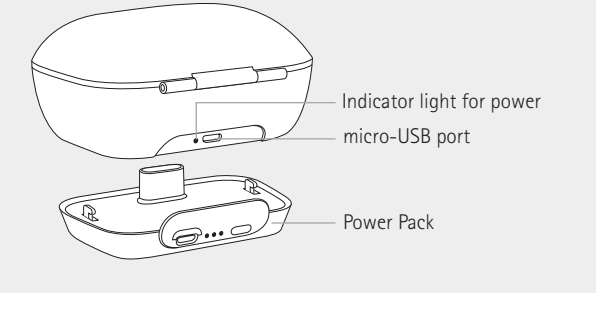
Naída L-PR / Naída L-PR Trial

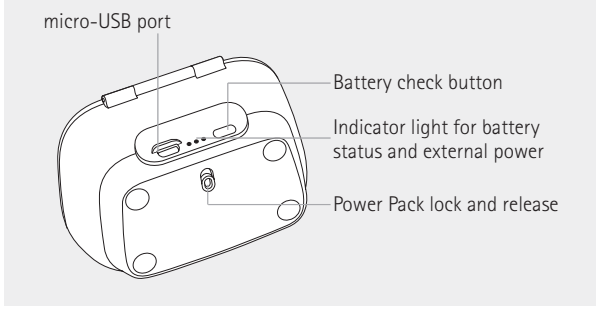


Phonak Charger Combi BTE / Phonak Charger Combi BTE 2



Phonak Charger Combi BTE / Phonak Charger Combi BTE 2 with optional Power Pack



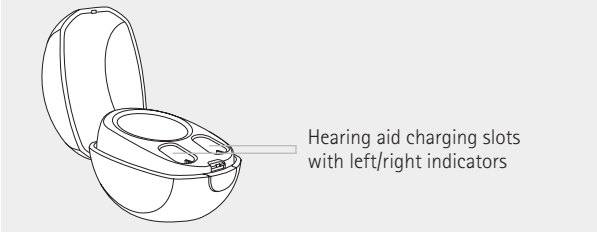


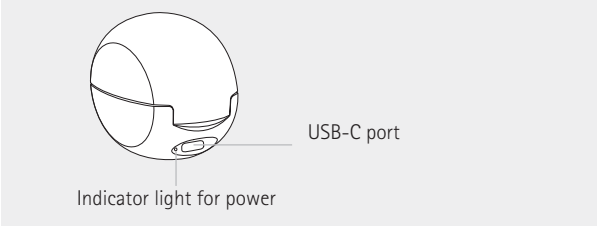
Power adapter and charger specification

Power adapter output voltage:	5 VDC +/-10%, current 500 mA - 1 A
Power adapter input voltage:	100-240 VAC, 50/60Hz, current 0,25 A
Charger input voltage:	5 VDC +/-10%, current 300 mA
USB cable specifications:	5 V min. 1 A, USB-A to micro-USB, maximum length 1 m

The Charger Combi BTE and Charger Combi BTE 2 may be used with an external power supply that fulfills the specifications in the table above.

Phonak Charger BTE RIC





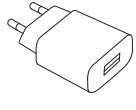
Power adapter specification

Power adapter output voltage	5 VDC +/-10%, current 1 A
Power adapter input voltage:	100-240 VAC, 50/60Hz, current 0,25 A
Charger input voltage	5 VDC +/-10%, current 1 A
USB cable specifications	5 V min. 1 A, USB-A to USB-C, maximum length 3 m

The Phonak Charger BTE RIC may be used with an external power supply that fulfills the specifications in the table above

Accessories

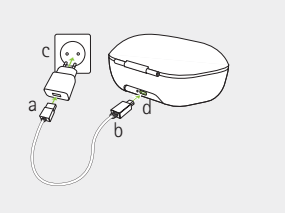
USB cable

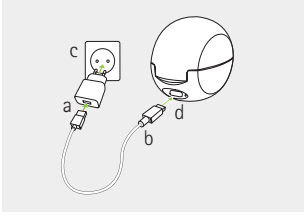


Power adapter

3. Preparing the charger

Connecting to the power supply





a) Plug the larger end of the charging cable into the power adapter
b) Plug the smaller end into the USB port on the charger
c) Plug the power adapter into a power outlet
d) The indicator light next to the USB port will light up green when the charger is connected to the power outlet

4. Charging the hearing aid

ⓘ Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing aids (this can vary, depending on the hearing aid settings).
ⓘ The hearing aid contains a built-in and non-removable rechargeable lithium-ion battery.
ⓘ Before using your hearing aid for the first time, it is recommended to charge it for 3 hours.
ⓘ The hearing aid must be dry before charging, see chapter 19.
ⓘ Please ensure to charge and use the hearing aid within operating temperature range: +5 to +40 ° Celsius (41 to 104 ° Fahrenheit).

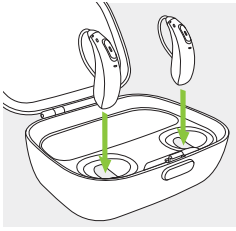
Optional Power Pack

ⓘ The Power Pack contains a built-in and non-removable rechargeable lithium-polymer battery.
ⓘ Before using your Power Pack for the first time, it is recommended to charge it for 3 hours.
ⓘ Please ensure to charge the Power Pack within operating temperature range: +5 to +40 ° Celsius (41 to 104 ° Fahrenheit)

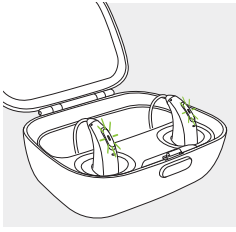
4.1 Using the charger

Please refer to chapter 3 for how to set up the charger.

1.
Insert the hearing aid into the charging slot. Make sure the left and right hearing aid markings match the left (blue) and right (red) indicators next to the charging slots. The hearing aid will automatically be switched off when inserted into the charger.



2.
The indicator light will show the charging state of the battery until the hearing aid is fully charged. When fully charged the indicator light will be solid green.



The charging process will automatically stop when the battery is fully charged, so the hearing aid can be safely left in the charger. It can take up to 3 hours to charge the hearing aid. The charger lid can be closed while charging.

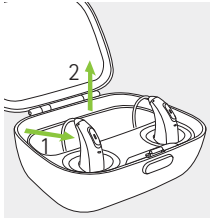
Charging times

Indicator light	Charging state	Approx. charging times
	0 – 10%	
	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
	81 – 99%	
	100%	3 h (charging time may be affected by temperature conditions)

3.

Remove the hearing aid from the charger by:

1. Pulling the hearing aid gently toward you and
2. Lifting it out of the charger.



By default, the hearing aids are programmed so that they turn on automatically when they are removed from a charger that is connected to the power supply. Your hearing care professional can turn this setting off. In this case, you will need to switch the hearing aid on manually. To switch off the charger, remove the power adapter from the power outlet. If the optional Power Pack is attached to the charger, remove the Power Pack to switch off the charger.

ⓘ Do not hold the earpiece to remove the hearing aid from the charger as this can damage the tube.

ⓘ Turn off your hearing aid before inserting it in the disconnected charger to store it.

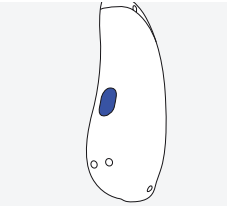
ⓘ If you unplug the charger while the hearing aid is charging inside, please make sure to turn off the hearing aid to prevent discharge.

ⓘ Always close the lid when charging you hearing aids in a humid environment.

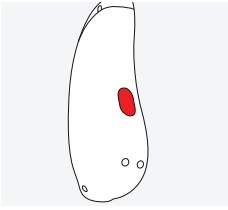
5. Left and right hearing aid markings

There is a blue or red marking on the back of the hearing aid. This will tell you if it is a left or a right hearing aid.

Blue marking
for **left hearing aid.**



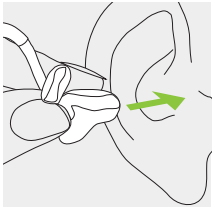
Red marking
for **right hearing aid.**



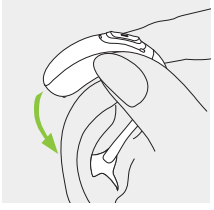
6. Putting on the hearing aid

6.1 Putting on the hearing aid with classic earmold

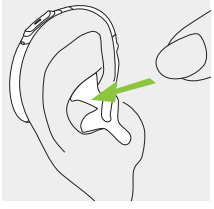
1.
Take the earmold up to your ear and place the ear canal part into your ear canal.



2.
Place the hearing aid behind your ear.



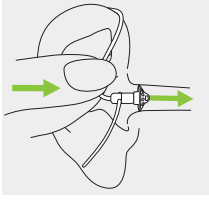
3.
Insert the upper part of the earmold into the upper part of the bowl of your ear.



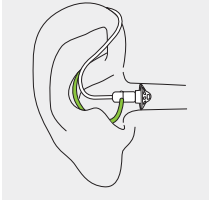
6.2 Putting on the hearing aid with dome, SlimTip or universal eartip

1.
Place the hearing aid behind your ear.

2.
Insert the earpiece into your ear canal.



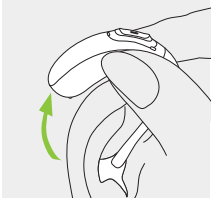
3.
If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.



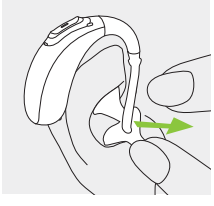
7. Removing the hearing aid

7.1 Removing the hearing aid with classic earmold

1.
Lift the hearing aid above the upper part of your ear.



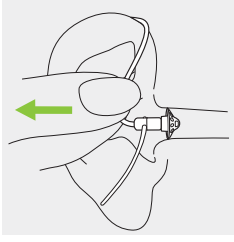
2.
Grab the earmold with your fingers and gently remove it.



ⓘ Please try to avoid gripping the tube to remove the hearing aid.

7.2 Removing the hearing aid with dome, SlimTip or universal eartip

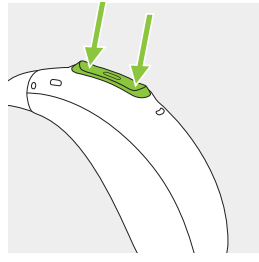
1.
Hold the bend of the tube and pull to remove the hearing aid from behind the ear.



8. Multi-function button with indicator light

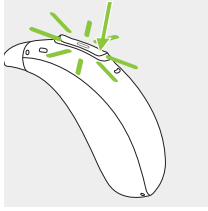
The multi-function button has several functions.

It functions as an on/off switch, a volume control and/or a program change depending on the hearing aid programming. This is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for a printout.



If the hearing aid is paired with a Bluetooth® enabled phone, a short press on the upper or the lower part of the button will accept an incoming call and a long press will reject an incoming call – refer to chapter 13.

9. On/Off



Switch on the hearing aid
By default, the hearing aid is configured to switch on automatically when removed from the charger connected to the power supply. If this function is not configured or if the charger is not connected to the power supply, firmly press and hold the lower part of the button for 3 seconds until the indicator light blinks. Wait until the solid green light indicates that the hearing aid is ready.

Switch off hearing aid
Press and hold the lower part of the button for 3 seconds until the solid red light indicates the hearing aid is switching off.

	Blinking green	Hearing aid is switching on
	Solid red for 3 seconds	Hearing aid is switching off

ⓘ When you switch on the hearing aid you might hear a start-up melody.

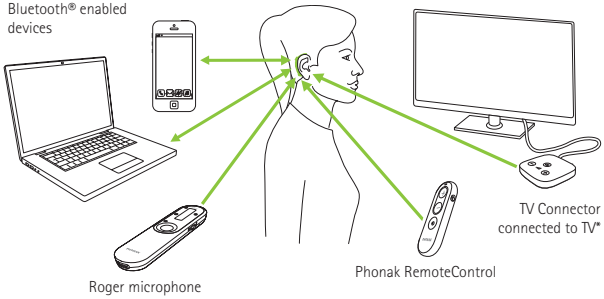
10. Tap Control

Tap Control is only available for models L90 and L70. If paired with a Bluetooth® enabled device, multiple functions can be accessed using Tap Control e.g. accept/end phone call, pause/resume streaming, start/stop voice assistant. This is indicated in your individual "Hearing aid instructions".

To use Tap Control tap the top of your ear twice.

11. Connectivity overview

The illustration below shows the connectivity options available for your hearing aid.



* The TV Connector can be connected to any audio source such as a TV, PC or hi-fi system.

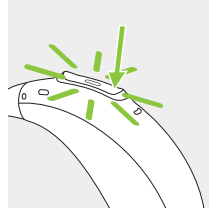
12. Initial pairing

12.1 Initial pairing to a Bluetooth® enabled device

ⓘ It is only necessary to perform the pairing procedure once with each device featuring Bluetooth® wireless technology. After the initial pairing, your hearing aid will connect automatically to the device. Initial pairing can take up to 2 minutes.

1.
On your device (e.g. a phone), ensure that Bluetooth® wireless technology is enabled and search for Bluetooth® enabled devices in the connectivity setting menu.

2.
Switch on both your hearing aids. You now have 3 minutes to pair your hearing aids with your device.



3.
Your device shows a list of Bluetooth® enabled devices. Select the hearing aid from the list to simultaneously pair both hearing aids. A beep confirms successful pairing.

ⓘ For more information about pairing instructions for Bluetooth® wireless technology, specific to some of the most popular phone manufacturers, go to: https://www.phonak.com/en-int/support

12.2 Connecting to the device

After being paired to your device, your hearing aid will automatically connect again when switched on.

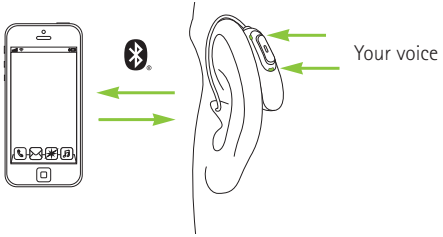
ⓘ The connection will be maintained as long as the device remains ON and within range.

ⓘ Your hearing aid can be connected to up to two devices and paired to up to eight devices.

13. Phone calls

Your hearing aid connects directly with Bluetooth® enabled phones. When paired and connected to your phone, you will hear notifications and the caller's voice directly in your hearing aid.

Phone calls are "hands free", this means your voice is picked up by the hearing aid microphones and transmitted back to the phone.



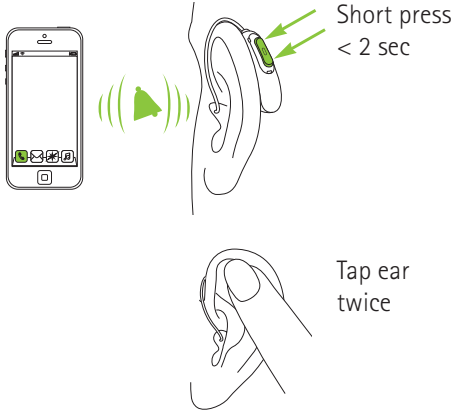
13.1 Making a call

Enter the phone number and press the dial button.
You will hear the dialing tone through your hearing aid.
Your voice is picked up by the hearing aid microphones and transmitted to the phone.

Alternatively, for models L90 and L70, tap the top of your ear twice to request the voice assistant to dial the phone number.

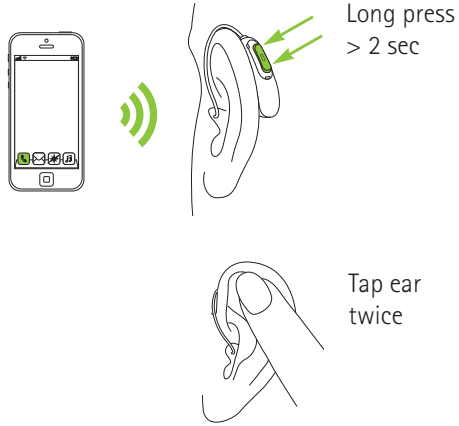
13.2 Accepting a call

When receiving a call, an incoming-call notification will be heard in the hearing aid.
The call can be accepted by tapping the top of your ear twice (only available for models L90 and L70), a short press on the upper or lower part of the multi-function button on the hearing aid (less than 2 seconds) or directly on your phone.



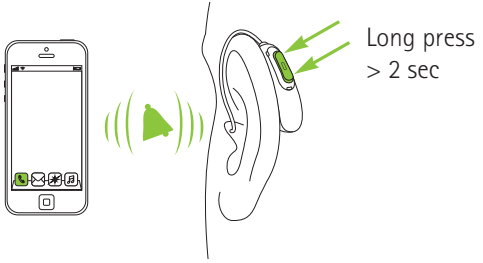
13.3 Ending a call

A call can be ended by tapping the top of your ear twice (only available for models L90 and L70), a long press on the upper or lower part of the multi-function button on the hearing aid (more than 2 seconds) or directly on your phone.



13.4 Rejecting a call

An incoming call can be rejected by a long press on the upper or lower part of the multi-function button on the hearing aid (more than 2 seconds) or directly on your phone.

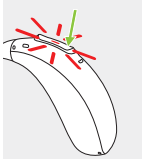
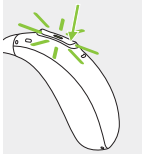
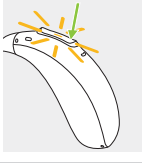


14. Flight mode

Your hearing aid operates between 2.4 GHz–2.48 GHz frequency range. When flying some operators require all devices to be switched into flight mode. Entering flight mode will not disable normal hearing aid functionality, only the Bluetooth® connectivity functions.

14.1 Enter flight mode

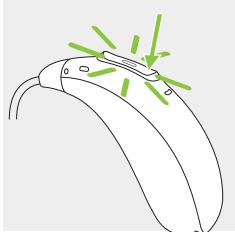
To disable the wireless function and enter flight mode in each hearing aid:

1.		If the hearing aid is turned off, proceed to Step 2. If the hearing aid is on, turn it off by pressing and holding the lower part of the button for 3 seconds, until the indicator light turns solid red for 3 seconds, meaning that the hearing aid is switching off.	
2.		Press and hold the lower part of the button. The green indicator light blinks when the hearing aid starts up.	
3.		Keep pressing the button for 7 seconds, until the indicator light is solid orange, then release the button. The solid orange light indicates the hearing aid is in flight mode.	

In flight mode, your hearing aid cannot connect directly to your phone.

14.2 Exit flight mode

To enable the wireless function and exit flight mode in each hearing aid:
Switch the hearing aid off and then on again - refer to chapter 9.



15. Rebooting your hearing aid

Follow the steps below if your hearing aid is in an error state. This will not remove or delete any program or setting.

1.
Press the lower part of the multi-function button for at least 15 seconds. It does not matter if the hearing aid is switched on or off before you start pressing the button. There is no light or acoustic notification at the end of the 15 seconds.

2.
Place the hearing aid in the power-connected charger and wait until the indicator light blinks green. This can take up to 30 seconds. The hearing aid is now ready to use.

16. myPhonak and myPhonak Junior apps overview

To learn more about myPhonak, please visit the webpage
www.phonak.com/myphonakapp
or scan the QR code

To install myPhonak please scan the QR code

To learn more about myPhonak Junior, please visit the webpage
www.phonak.com/junior-ug
or scan the QR code

To install myPhonak Junior please scan the QR code

17. Roger™ overview

Experience the hearing performance of Roger™

Roger™ is an intelligent wireless technology that transmits speech directly to hearing aids, helping to overcome distance and noise. The microphone picks up the voice of the speaker and wirelessly transmits it directly to Roger receivers* in your hearing aids. This enables you to fully participate in group conversations even in very noisy environments such as restaurants, meetings at work and school activities.

To learn more about the Roger technology and microphones, please visit the webpage **www.phonak.com/roger** or scan the QR code.
Roger™ microphones are sold separately.

* RogerDirect™ requires the installation of Roger receivers into the Phonak hearing aids by a hearing care professional.

18. Environmental conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Please ensure to use, charge, transport and store the hearing aid according to the following conditions:

Hearing aids:

	Charging and operating	Transport	Storage
Temperature Maximum range	+5 to +40 °C (+41 to +104 °F)	-20 to +60 °C (-4 to +140 °F)	-20 to +60 °C (-4 to +140 °F)
Humidity (non condensing)	0% to 85%	0% to 93%	0% to 93%
Atmospheric pressure	500 to 1060 hPa	500 to 1060 hPa	500 to 1060 hPa

Temperature and humidity shall not exceed the ranges described in the table above for extended periods of time during transport and storage.
Prolonged storage at temperatures lower than 10 °C and higher than 30 °C may negatively affect the battery performance of the product.

Chargers:

	Operating	Transport	Storage
Temperature Maximum range	+5 to +40 °C (+41 to +104 °F)	-20 to +60 °C (-4 to +140 °F)	-20 to +60 °C (-4 to +140 °F)
Humidity (non condensing)	0% to 85%	0% to 70%	0% to 70%
Atmospheric pressure	500 to 1060 hPa	500 to 1060 hPa	500 to 1060 hPa

Please ensure to charge the hearing aids regularly during long-term storage.

These hearing aids are classified as IP68. This means that they are water and dust resistant and designed to withstand daily life situations. They can be worn in the rain but should not be fully submerged in water or used when taking a shower, swimming or other water activities. These hearing aids should never be exposed to chlorinated water, soap, salt water or other liquids with a chemical content.

If the device has been subject to storage and transport conditions outside of the recommended use conditions, wait 15 minutes before starting the device after recommended environmental conditions are restored.

Phonak Charger Combi BTE and Phonak Charger Combi BTE 2 are classified as IP22. This means that the chargers are protected from vertically falling drops of water when the charger is tilted up to 15 degrees from the horizontal. IP22 is satisfied when the charger lid is closed.

Power Pack storage for a year or longer: to prevent damage to the battery cell the maximum temperature range should be -20 to +25 °C (-4 to +77 °F) and the battery cell should be discharged and recharged a minimum once every three months.

19. Care and maintenance

Expected Service Life:
The hearing aids and the compatible charger have the expected service life of five years. The devices are expected to remain safe for use for this duration.

Commercial service period:
Routine and diligent care of your hearing aids and charger will contribute to the outstanding performance for the duration of the expected service life of your devices.
Sonova AG will provide a minimum of a five year repair service period after the respective hearing aid, charger and essential components have been phased out of the product portfolio.
Please use the following specifications as a guideline.
For further information regarding product safety, see chapter 26.2.

General information
Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

Your hearing aids are resistant to water, sweat and dust under the following conditions:
- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
- The hearing aid is used and maintained as described in this user guide.

⚠ Always make sure that the hearing aids and charger are dry and clean before charging.

Daily

Hearing aid: Inspect the earpiece and tube for earwax and moisture deposit. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse these parts with water, as this could cause moisture to be trapped in the tube. If you need to clean your hearing aid intensively, ask your hearing care professional for advice.
Chargers: Make sure that charger slots are clean.
Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger.

Weekly

Hearing aid: Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.
Chargers: Remove dust or dirt from the charger slots with a lint-free cloth.

Monthly

Hearing aid: Inspect your hearing tube for color changes, hardening, or cracks. In the case of such changes, the hearing tube has to be replaced. Please see your hearing care professional.

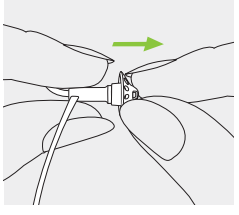
⚠ Always make sure that the charger is disconnected from the power mains before cleaning.

20. Exchanging the earpiece

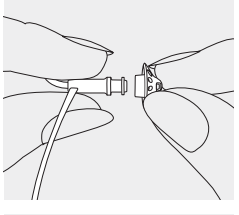
Your hearing aid is fitted with an earpiece, which can be a dome, an earmold, a SlimTip or a universal eartip. Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing aid volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months. If an earmold is used please refer to Chapter 19 of this user guide. If a SlimTip is used please follow the instructions in Chapter 21 to exchange the earwax protection.

20.1 Removing the earpiece from the SlimTube

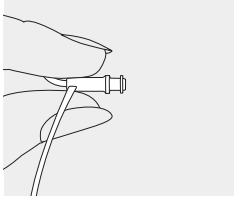
1.
Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



2.
Gently pull on the earpiece to remove.

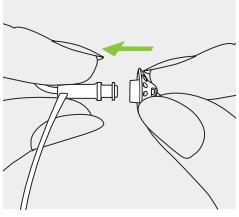


3.
Clean the SlimTube with a lint-free cloth.

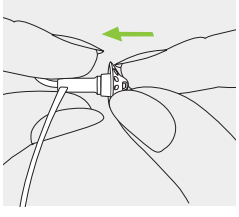


20.2 Attaching the earpiece to the SlimTube

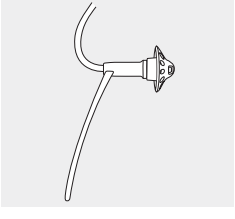
1.
Hold the SlimTube in one hand and the earpiece in the other.



2.
Slide the earpiece over the tip of the SlimTube.

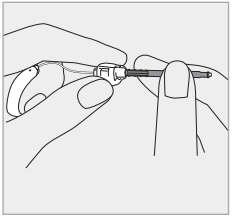


3.
The SlimTube and the earpiece should fit perfectly together.

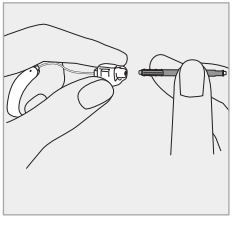


21. Exchanging the earwax protection of your SlimTip

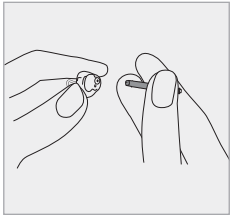
1.
Insert the removal side of the exchange tool into the used earwax protector. The shaft of the holder should touch the rim of the earwax protector.



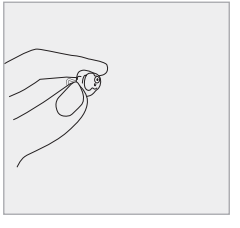
2.
Carefully pull and remove the earwax protector straight out. Do not twist the earwax protector when removing.



3.
To insert the new earwax protector, gently push the insertion side of the exchange tool straight into the hole of the SlimTip until the outer ring is perfectly aligned.



4.
Pull the tool straight out.
The new earwax protector will remain in place.



22. Service and warranty

Local warranty
Please ask the hearing care professional where you purchased your hearing aids and chargers about the terms of the local warranty.

International warranty
Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid and chargers, but not accessories such as batteries, tubes, earpieces, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial numbers

Hearing aid left side: _____

Hearing aid right side: _____

Charger: _____

Date of purchase: _____

_____

Authorized hearing care professional (stamp/signature):

23. Compliance information

Europe:

Declaration of Conformity for the hearing aid

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU.

The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on **www.phonak.com/en-int/certificates** (Phonak worldwide locations).

Declaration of Conformity for the charging accessories

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Regulation (EU) 2017/745.

Australia/New Zealand:

R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

Great Britain:

UK CA

Declaration of conformity for Phonak Charger Combi BTE 2
Sonova AG declares that the product complies with the requirements of the UK Medical Device Regulation 2002.

The wireless models listed on page 2 are certified under:

Phonak Naída L-PR (L90/L70/L50/L30)
Phonak Naída L-PR Trial

USA	**FCC ID:** KWC-BPR
Canada	**IC:** 2262A-BPR

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

Notice 2:

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

Notice 3:
This device 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 ICES-003 of Industry Canada.
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device and receiver.
- Connect the device 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.

Charger:
Please keep at least 20 cm separation distance between the charger and the human body during operation.

Radio information of your hearing aid

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DPSK, GMSK
Radiated power (EIRP)	< 1 mW
Bluetooth®	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP

Emissions Test	Compliance	Electromagnetic environment guidance
RF emissions CISPR 11	Group 2 Class B	The medical device uses RF energy only for its internal function. Therefore, its RF emission are very low and are not likely to cause any interferences in nearby electronic equipment
Harmonic emissions	Complies	
Voltage fluctuations / flicker emissions	Complies	

Electromagnetic compatibility (EMC)

Phonak hearing aids and charging accessories are EMC-tested in conformity with the requirements of IEC 60601-1-2:2014 or IEC 60601-1-2:2014 A1 2020.

24. Information and description of symbols

CE XXXX	With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Regulation (EU) 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation and directive.
	This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.
	Indicates the medical device manufacturer, as defined in Medical Device Regulation (EU) 2017/745.
	Indicates the date when the medical device was manufactured

EC REP	Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices related to batteries in these user guides
Rx only	This symbol indicates that this is a Prescription Device. CAUTION: U.S. Federal law restricts this device to sale by or on the order of a physician or hearing care professional (for US only).

	Important information for handling and product safety.
FC	This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.
	Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
UK CA	With the UK Conformity Assessed mark, Sonova AG confirms that the product is conform to applicable Great Britain legislations.

Bluetooth®	The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license. Other trademarks and trade names are those of their respective owners.
	Japanese mark for certified radio equipment.
SN	Indicates the manufacturer's serial number so that a specific medical device can be identified.
REF	Indicates the manufacturer's catalogue number so that the medical device can be identified.
MD	Indicates that the device is a medical device.

	This symbol indicates that electronic instructions for use are available.
IP68	Ingress Protection Rating. IP68 rating indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.
IP22	IP Rating = Ingress Protection Rating. IP22 rating indicates that the device is protected against solid foreign objects of 12,5 mm diameter and greater and is additionally protected against vertically falling water drops when enclosure tilted up to 15°.
	Indicates the temperature limits to which the medical device can be safely exposed.

	Indicates the range of humidity to which the medical device can be safely exposed.
	Indicates the range of atmospheric pressure to which the medical device can be safely exposed.
	During transportation keep dry.
	The symbol with the crossed-out garbage bin is to make you aware that this hearing aid as well as the charger may not be thrown away as normal household waste. Please dispose of old or unused hearing aids and charger, at waste disposal sites intended for electronic waste, or give your hearing aid and charger to your hearing care professional for disposal. Proper disposal protects the environment and health

Symbols applicable to the European power supply only

	Power supply with double isolation.
	Device designed for indoor use only.
	Safety isolating transformer, short circuit proof.

25. Troubleshooting

Problem	Causes	What to do
Hearing aid whistles	Hearing aid not inserted correctly into ear	Insert hearing aid correctly (chapter 6)
	Cerumen in ear canal	Contact your hearing care professional
Hearing aid too loud	Volume too loud	Decrease volume if volume control available (chapter 8)
Hearing aid not loud enough or distorted	Volume too low	Increase volume if volume control available (chapter 8)
	Low battery	Charge hearing aid (chapter 4)
	Earpiece blocked	Clean earpiece (chapter 19)
	Hearing has changed	Contact your hearing care professional
Hearing aid plays two beeps	Indication for low battery	Charge hearing aid (chapter 4)
Hearing aid not functioning (no amplification)	Earpiece blocked	Clean earpiece (chapter 19)
	Hearing aid switched off	Press the lower part of the multi-function button for 3 seconds (chapter 9)
	Battery fully discharged	Charge hearing aid (chapter 4)
Hearing aid will not switch on	Battery fully discharged	Charge hearing aid (chapter 4)
	Button was inadvertently deactivated by pressing the button longer than 15 seconds	Perform step 2 of the rebooting process (chapter 15)
Indicator light on hearing aid does not light up when hearing aid placed in charging slots	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger (chapter 4)
	Charger not connected to power source	Connect charger to external power supply (chapter 3)
	Battery fully discharged	Wait three hours after placing hearing aid in charger, regardless of LED behavior

Problem	Causes	What to do
Indicator light on hearing aid is solid red while hearing aid is in the charger	Dirty charging contacts	Clean contacts of hearing aid and charger
	Hearing aid out of its operating temperature range	Warm hearing aid up. Operating temperature range is +5° to +40° Celsius (+41° to +104° Fahrenheit)
	Faulty battery	Contact your hearing care professional
Indicator light on hearing aid switches off when hearing aid is removed from charger	"Auto On" feature disabled	Switch on hearing aid (chapter 9)
Indicator light on hearing aid remains solid green after removal from charger	Indicator light on hearing aid was red when hearing aid was placed into charger	Reboot hearing aid (chapter 15)
Battery does not last the whole day	Shortened battery life	Contact your hearing care professional. A battery replacement may be required
Phone call function does not work	Hearing aid in flight mode	Switch hearing aid off and then on again (chapter 14.2)
	Hearing aid not paired to the phone	Pair it to the phone (chapter 12)
Charging does not start	Charger not connected to power supply	Connect charger to power supply (chapter 3)
	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger (chapter 4)

ⓘ If the problem persists, contact your hearing care professional for assistance.
ⓘ Please check https://www.phonak.com/en-int/support for further information.

26. Important safety information

Please read the relevant safety information and limitations-of-use information on the following pages before using your hearing aid and charging accessories.

Intended use

Hearing aid: The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing.

Tinnitus Balance Software: The Phonak Tinnitus Balance software is intended for use by people with tinnitus who also desire amplification. It provides supplementary noise stimulation which can help defocus the user`s attention from their tinnitus.

Charging accessories: The chargers are intended to charge the battery of the rechargeable hearing aid. The Power Pack is intended to allow the compatible charger to recharge the battery of the rechargeable hearing aid when no external power source is available.

Intended User

Hearing aid: Intended for:

- People with hearing loss
- Caregivers of the person with hearing loss
- Hearing care professional responsible for adjusting the hearing aid

Charging accessories: Intended for people with hearing loss using the compatible rechargeable hearing aids, their caregivers and hearing care professional.

Intended medical indication

Hearing aid: Presence of hearing loss:

- Unilateral or bilateral
- Hearing loss type: conductive, sensorineural or mixed
- Grades of hearing loss:
  - Mild
  - Moderate
  - Moderately severe

Clinical indication for the use of Tinnitus Balance Software feature is: Presence of chronic tinnitus (>3 months, after occurrence) in addition to the presence of hearing loss
Charging accessories: Please note, indications are not derived from the charging accessories, but from the compatible hearing aids.

Medical contraindications
Hearing aid: Medical contraindications for the use of hearing aids are:

- Deformity of the ear (i.e. closed ear canal; absence of the auricle)
- Neural hearing loss (i.e. retro-cochlear pathologies such as absent/ non-viable auditory nerve)
- Evidence of active or chronic middle or outer ear pathology, chronic drainage or discharge, evidence of chronic inflammation

Charging accessories: Please note, contraindications are not derived from the charging accessories, but from the compatible hearing aids.

Intended Patient Population
Hearing aid: This device is intended for patients from 3 years of age who fulfill the clinical indication for this product. The tinnitus software feature is intended for patients from 18 years of age who fulfil the clinical indication for this feature.

Charging accessories: The intended population is the user of the compatible hearing aids.

The primary criteria for the referral of a patient for a medical or other specialist opinion and / or treatment are as follows:

- Visible congenital or traumatic deformity of the ear;
- History of active drainage from the ear in the previous 90 days;
- History of sudden or rapidly progressive hearing loss in one or both ears within the previous 90 days;
- Acute or chronic dizziness;
- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz and 2000 Hz;

- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal;
- Pain or discomfort in the ear;
- Abnormal appearance of the eardrum and ear canal such as:
  - Inflammation of the external auditory canal
  - Perforated eardrum
  - Other abnormalities which the hearing care professional believes are of medical concern

The hearing care professional may decide that referral is not appropriate or in the best interests of the patient when the following applies:

- When there is sufficient evidence that the condition has been fully investigated by a medical specialist and any possible treatment has been provided;
- The condition has not worsened or changed significantly since the previous investigation and / or treatment.

If the patient has given their informed and competent decision not to accept advice to seek a medical opinion, it is permissible to proceed to recommend appropriate hearing aid systems subject to the following considerations:

- The recommendation will not have any adverse effects on the patients health or general well being;
- The records confirm that all necessary considerations about the patient´s best interests have been made

If legally required, the patient has signed a disclaimer to confirm that the referral advice has not been accepted and that it is an informed decision.

Clinical benefit:
Hearing Aid: Improvement in speech understanding
Tinnitus Feature: Provision of supplementary noise stimulation which can help defocus the user's attention from their tinnitus. It is measured using subjective rating scales.
Charging accessories: The charging accessories themselves do not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the rechargeable hearing aids to achieve their intended purpose.

Side effects:
Physiological side-effects of hearing aids like tinnitus, dizziness, wax build up, too much pressure, sweating or moisture, blisters, itching and/or rashes, plugged or fullness and their consequences like headache and/or ear pain, may be resolved or reduced by your hearing care professional.
Conventional hearing aids have the potential to expose patients to higher levels of sound exposure, which might result in threshold shifts in the frequency range affected by acoustic trauma.
Charging accessories: Please note, side effects are not derived from the charging accessories, but from the compatible hearing aids.

The hearing aid and charging accessories are suitable for the home healthcare environment and due to their portability it may happen that they are used in professional healthcare facility environment like physician offices, dental offices etc.
A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.
Feedback, poor sound quality, too loud or too soft sounds, inadequate fitting or problems when chewing or swallowing, can be resolved or improved during the fine-tuning process at the fitting procedure by your hearing care professional.
Any serious incident that has occurred in relation to the hearing aid and charging accessories, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:
a) the death of a patient, user or other person
b) the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
c) a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

26.1 Hazard warnings

⚠ Your device operates between 2.4 GHz and 2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched into flight mode, see corresponding chapter regarding flight mode in this user guide.

⚠ The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.

⚠ Changes or modifications to the hearing aid that were not explicitly approved by Sonova AG are not permitted. Such changes may damage your ear or the hearing aid.

⚠ Do not use the hearing aids and charger in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled). The device is not ATEX certified.

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

⚠ In very rare cases if not securely attached, a dome or cerumen stop can remain in your ear canal when removing the hearing aid from the ear. In the unlikely case that such part gets stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ This hearing aid is not for children below 36 months. The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing aid is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing aid. If swallowed, consult a physician or hospital immediately as the hearing aid or its parts can cause choking!

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

⚠ The USB port of the charger is to be used for the described purpose only.

⚠ For chargers, use only IEC 60950-1*,IEC 62368-1 or IEC60601-1 certified equipment with an output rating of 5 VDC. Min. 500mA.

⚠ Hearing aids should not be fitted with domes / wax protection systems when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a classic earmold. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a physician for safe removal.

* Note: this standard may not be valid anymore in your country, please refer to IEC 62368-1

⚠ Avoid strong physical impacts to the ear when wearing a hearing aid with customized earpiece. The stability of customized earpieces is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the customized earpiece to break. This may lead to perforation of the ear canal or eardrum.

⚠ After mechanical stress or shock to the hearing aid, please ensure that the hearing aids shell is intact before placing it in the ear.

⚠ WARNING: This device uses a lithium button/coin battery. These batteries are hazardous and can cause severe or fatal injuries in 2 hours or less if they are swallowed or placed inside any part of the body, whether the battery is used or new! Keep out of the reach of children, individuals with cognitive impairment, or pets. If you suspect that a battery was swallowed or placed inside any part of the body, immediately consult your physician without any delay!

⚠ The majority of hearing aid users have a hearing loss for which a deterioration in hearing is not to be expected with regular use of a hearing aid in everyday situations. Only a small group of hearing aid wearers with hearing loss, may be at risk of deterioration in hearing after a long period of use.

⚠ Cables and cords wrapped around the neck may cause strangulation. Do not leave the device and its components unattended with children, individuals with cognitive impairment or pets.

⚠ Only authorized personnel are allowed to open the chargers and Power pack due to possible electrical hazard.

⚠ Do not touch the contacts of the charger when powered.

⚠ Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.

⚠ Do not place these rechargeable devices in your checked-in luggage when traveling by plane as they contain lithium-ion batteries. The devices should be placed in your carry-on/hand luggage.

⚠ Only use the device according to the environmental conditions specified in Chapter 18. Using the device otherwise may heat the hearing aid up to temperatures, which in the worst-case scenario can lead to skin burns.

⚠ The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.

26.2 Information on product safety

ⓘ These hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water! These hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.

ⓘ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.

ⓘ Protect your hearing aid and charger from heat and sunlight (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid or charger (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

ⓘ Do not place the charger close to an induction cooking surface. Conductive structures inside the charger could absorb inductive energy resulting in thermal destruction.

ⓘ The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.

ⓘ Do not drop your hearing aid or charging accessories! Dropping onto a hard surface can damage your hearing aid or charger.

ⓘ If you are not using your hearing aid for a long period of time, store it in a box with a drying capsule or in a well ventilated location. This allows moisture to evaporate from your hearing aid and prevents a potential impact on its performance.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.

Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

ⓘ Do not use your hearing aid or your charger in areas where electronic equipment is prohibited.

ⓘ Only use approved chargers and Power Pack described in this user guide for charging your hearing aids, otherwise the devices may be damaged.

ⓘ The Power Pack contains a built-in and non-removable rechargeable lithium-polymer battery.

ⓘ Do not cover the charging accessories while charging (e.g. with a cloth, etc.), as it might overheat.

ⓘ Ship the rechargeable devices according to local regulations as the devices contain lithium-ion batteries. For shipping, they are classified as dangerous goods. If in doubt ask the courier responsible for shipping how to ship the devices properly.

27. For the US market only, complies with the FDA regulations

Important information: Cell phones

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using cell phones. According to the ANSI 63.19 (American National Standard Methods of Measurement of Compatibility between Wireless Communications Devices and Hearing Instruments) standard, the compatibility of a particular hearing aid and cell phone can be predicted by adding the rating for the hearing aid immunity to the rating for the cell phone emissions. The sum of the hearing aid rating (e.g. M2/T2=2) and the telephone rating (e.g. M3/T3=3) is 5, and any combination that equals 5 will provide "normal use"; a sum of 6 or greater would indicate "excellent performance". The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied. The immunity of this hearing aid is at least M2/T2.

Note: the performance of individual hearing aids may vary with individual cell phones. Therefore, please try the hearing aid with your cell phone or, if you are purchasing a new phone, be sure to try it with your hearing aid prior to purchase. For additional guidance, please ask your hearing care professional for the booklet entitled "hearing aid compatibility with digital wireless cell phones".

Important information in case of battery ingestion

If a battery is swallowed, call the 24-hour National Battery Ingestion Hotline at 800-498-8666 or consult your physician immediately.

Important notice for prospective noise generator users

The Tinnitus Balance noise generator is a broadband sound Generator which may have been enabled in your hearing aid. It provides a means of sound enrichment that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus. It should always be used as prescribed by your audiologist. The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions.
Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.

Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure medically treatable conditions that may be causing tinnitus are identified and treated prior to using a sound generator.

Should you develop any side effects whilst using the noise generator such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function, you should discontinue use and seek a medical evaluation.

According to OSHA (Occupational Safety & Health Administration, U.S. Department of Labor) regulations, the volume of the noise generator can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the noise generator be set to such a level in your hearing aid, your audiologist will advise you of the maximum amount of time per day you should use the noise generator. The noise generator should never be used at uncomfortable levels.

For more information visit www.phonak.com

Your hearing care professional:

EC REP

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