

Phonak Audéo™ E ●

User Guide

Phonak Audéo E-R

Phonak Audéo E-R Trial

Phonak Audéo E-Sphere

Phonak Audéo E-Sphere Trial



This user guide is valid for:

Wireless hearing aids



Phonak Audéo E90-R
Phonak Audéo E70-R
Phonak Audéo E50-R
Phonak Audéo E30-R
Phonak Audéo E-R Trial
Phonak Audéo E90-Sphere
Phonak Audéo E70-Sphere
Phonak Audéo E50-Sphere
Phonak Audéo E-Sphere Trial

Simple to follow instructions videos and further support can be found online:
phonak.com/en-int/support



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



Your hearing aid details

- ❶ If no box is checked and you do not know the model of your hearing aid or charging accessories, please ask your hearing care professional.
- ❷ The hearing aids described in this user guide contain a built-in and non-removable rechargeable lithium-ion battery.
- ❸ Please also read safety information regarding handling rechargeable hearing aids (chapter 23).

Hearing aid models

- ☐ Audéo E-R (E90/E70/E50/E30)
- ☐ Audéo E-R Trial
- ☐ Audéo E-Sphere (E90/E70/E50)
- ☐ Audéo E-Sphere Trial

Earpieces

- ☐ Dome
- ☐ EasyGuard™
- ☐ SlimTip
- ☐ cShell

Charging accessories

For further information on compatible accessories please consult your hearing care professional.

The full list can be found online at the following link:
phonak.com/audéo-e-professionals



Contents

Your hearing aids 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.

Phonak - life is on
phonak.com

Your hearing aid

1. Quick guide	7
2. Parts of the hearing aid	9
3. Charging the hearing aids	10

Using the hearing aid

4. Left and right hearing aid markings	14
5. Putting on the hearing aid	15
6. Removing the hearing aid	16
7. Multi-function button	17
8. On/Off	18
9. Tap Control	19
10. Connectivity overview	20
11. myPhonak app overview	21
12. Roger™ overview	22
13. Initial pairing	23
14. Phone calls	26
15. Rebooting the hearing aid	31

Further information

16. Environmental conditions	32
17. Care and maintenance	34
18. Exchanging earpiece components	37
19. Service and warranty	48
20. Compliance information	51
21. Information and description of symbols	59
22. Troubleshooting	65
23. Important safety information	70
24. For the US market only, complies with the FDA regulations	87

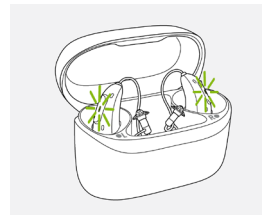


1. Quick guide

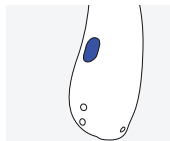
Charging your hearing aids

i Before using your hearing aid for the first time, it is recommended to charge it for 2.5 hours.

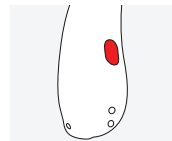
After placing your hearing aid in the charger, the indicator light on the hearing aid will show the charging state of the battery until it is fully charged. When fully charged, the indicator light will be constantly on, i.e. solid green.



Left & right hearing aid markings



Blue marking for
left hearing aid.



Red marking for
right hearing aid.

2. Parts of the hearing aid

Multi-function button with indicator light

The button has several functions, the primary function is as an on/off switch. Together with your hearing care professional, you can decide if it also allows for volume control, program change and other functionalities. This is indicated in your individual instructions.



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

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

Tap Control

If paired with a Bluetooth® enabled device, multiple functions can be accessed using Tap Control, please refer to chapter 9. This is also indicated in your individual instructions. To use Tap Control tap the top of your ear twice.

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

- checking "Your hearing aid details" on page 3.
- comparing your earpieces and hearing aid with the following models.

Possible earpieces



Dome



EasyGuard™



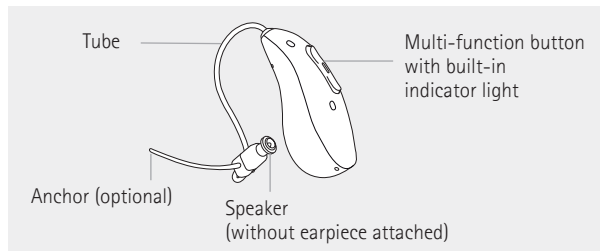
SlimTip



cShell

Audéo E-R / Audéo E-R Trial

Audéo E-Sphere / Audéo E-Sphere Trial



3. Charging the hearing aids

- ❗ Before using your hearing aid for the first time, it is recommended to charge it for 2.5 hours.
- ❗ Low power: You will hear two beeps when the hearing aid battery is low. You will have approximately 60 minutes before you have to charge the hearing aid, after this time the hearing aid automatically shuts down (this can vary, depending on the hearing aid settings).
- ❗ The hearing aid contains a built-in and non-removable rechargeable lithium-ion battery.
- ❗ The hearing aid must be dry before charging.
- ❗ Please ensure to charge and use the hearing aid within operating temperature range:
Charging: +5 to +35 °C (41 to 95 °F)
Use: +5 to +40 °C (41 to 104 °F)

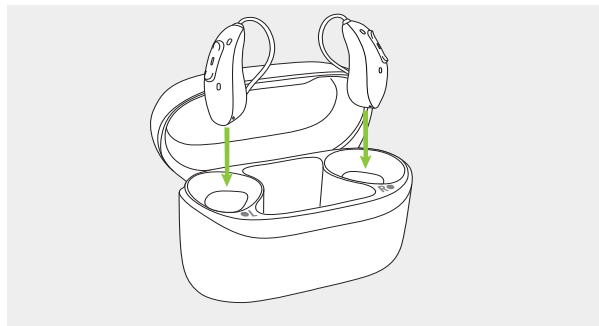
For more details about the charger, please refer to your charger user guide.

1.

Insert the hearing aid into the charging slots and the earpieces in the large cavity.

Make sure the left and right hearing aid markings match the left (blue), right (red) indicators next to the charging slots.

The hearing aids will automatically switch off once inserted into the charger connected to the power supply.



2.

The indicator light on the hearing aid will show the charging state of the battery until the hearing aid is fully charged. When fully charged the indicator light will remain on, i.e. solid green.

The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 2.5 hours to charge the hearing aids. The charger lid can be closed while charging.

Charging times

Indicator light	Charging state	Approximate charging times
	0 – 10%	
	11 – 80%	30 min (25%) 60 min (55%)
	81 – 99%	2 h (90%)
	100%	2 h 30 min

3.

Remove the hearing aids from the charging slots by lifting them out of the charger.

The hearing aid can be set to switch on automatically when removed from the charger. In this case the indicator light will start blinking. The solid green light indicates the hearing aid is ready for use.

For information on how to switch off your charger, please consult your charger user guide.

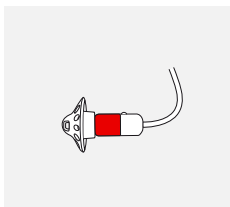
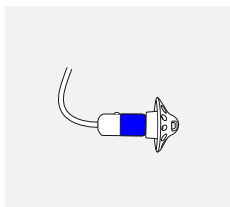
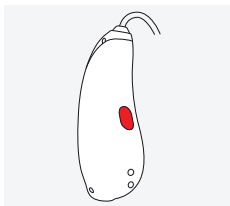
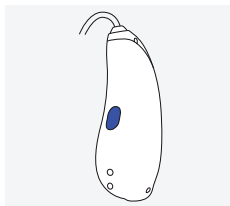
 Do not hold the tubes to remove the hearing aids from the charger as this can damage the tubes.

4. Left and right hearing aid markings

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

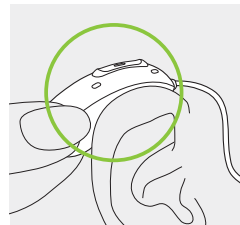
Blue marking
for **left** hearing aid.

Red marking
for **right** hearing aid.

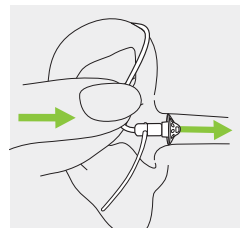


5. Putting on the hearing aid

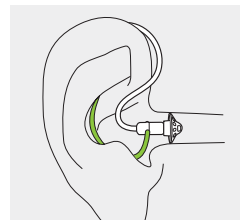
1.
Place the hearing aid behind
your ear.



2.
Insert the earpiece into your ear
canal.

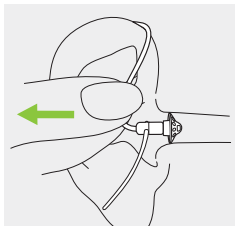


3.
If there is an anchor attached
to the earpiece, tuck it into the
bowl of your ear to secure your
hearing aid.



6. Removing the hearing aid

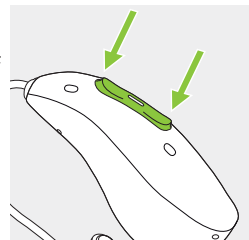
Pull on the bend of the tube and remove the hearing aid from behind the ear.



7. Multi-function button

The button has several functions. The primary function is as an on/off switch. Together with your hearing care professional, you can decide if it also allows for volume control, program change and other functionalities.

This is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for a printout.

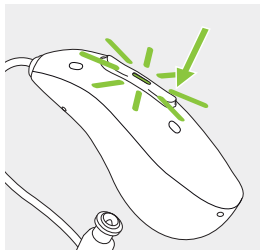


If the hearing aid is paired with a Bluetooth® enabled phone, a short press on the upper or the lower part of the button will accept an incoming call and a long press will reject an incoming call – refer to chapter 14.

8. On/Off

Switch on hearing aid

The hearing aid is configured to switch on automatically when removed from the charger. If this function is not configured, 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 the hearing aid is ready.



Switch off hearing aid

Press and hold the lower part of 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 2 seconds	Hearing aid is switching off

① When you switch on the hearing aid you might hear a start-up melody.

9. Tap Control

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.

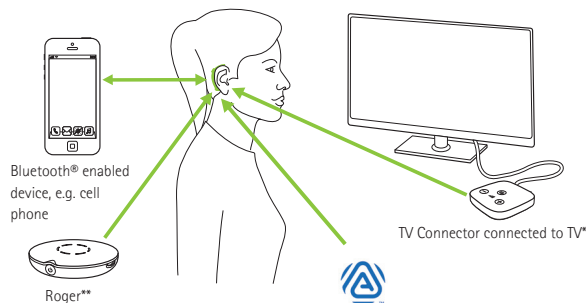


10. Connectivity overview



The hearing aids support Auracast™ broadcast audio. For more information, refer to the Instructions for Use for the myPhonak app.

The illustration below shows the connectivity options available for the hearing aids.



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

** Roger wireless microphones can be connected to your hearing aids as well.

11. myPhonak app overview

Please find the Instruction for Use on phonak.com/myphonak or scan the code.



Install the myPhonak app.



12. Roger™ overview

Experience the hearing performance of Roger™

Roger™ is designed to improve hearing in situations with background noise or distance to the speaker. 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 phonak.com/roger-solutions or scan the QR code.



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

13. Initial pairing

If you use the myPhonak app to pair the hearing aids with your phone, you can skip the instructions in chapter 13.1. The pairing happens automatically through the myPhonak app.

13.1 Initial pairing to a Bluetooth® enabled device

To minimize the risk of unauthorized access to your hearing aids, avoid Bluetooth® pairing in public areas. Perform the pairing in private or secure locations.

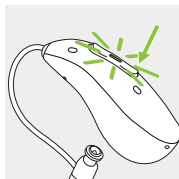
① It is only necessary to perform the pairing procedure once with each device featuring Bluetooth® wireless technology. After the initial pairing, the hearing aids will connect automatically to the device. Initial pairing can take up to 2 minutes.

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 hearing aids.
You now have 3 minutes to pair the 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.

- ① For more information about pairing instructions for Bluetooth® wireless technology, specific to some of the most popular phone manufacturers, go to: phonak.com/en-int/support.

13.2 Connecting to the device

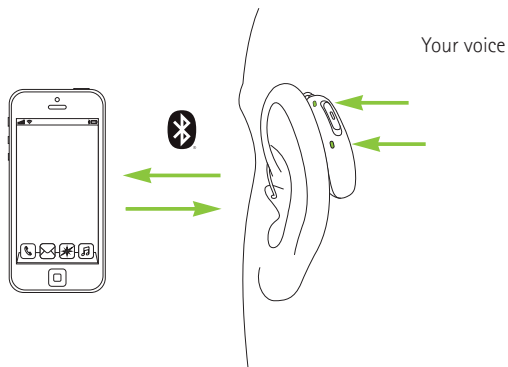
After the hearing aids have been paired to your device, they will automatically connect again when switched on.

- ① The connection will be maintained as long as the device remains ON and within range.
- ① Your hearing aid can be connected to up to two devices and paired to up to eight devices.

After the device goes out of range, you can trigger an automatic reconnection by pressing the multi-function button for less than 2 seconds.

14. Phone calls

The hearing aids connect directly with Bluetooth® enabled phones. When paired and connected to your phone, you will hear notifications, incoming call notification and the caller's voice directly in your hearing aids. Phone calls are "hands free", this means your voice is picked up by the hearing aid's microphones and transmitted back to the phone.

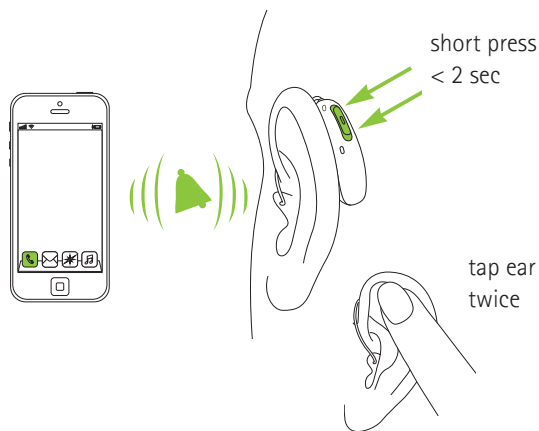


14.1 Making a call

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

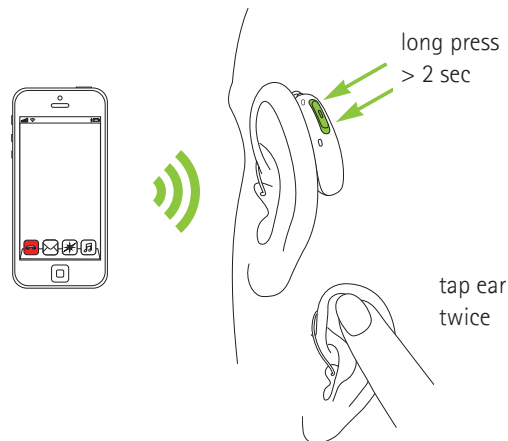
14.2 Accepting a call

When receiving a call, an incoming-call notification will be heard in the hearing aids (e.g. ring tone or voice notification). The call can be accepted by tapping the top of your ear twice, 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.



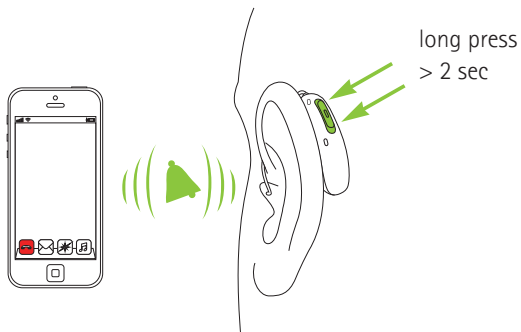
14.3 Ending a call

A call can be ended 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. The phone call can also be ended by tapping the top of your ear twice.



14.4 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.



15. Rebooting the hearing aid

Use this technique if the hearing aid is in an error state. This will not remove or delete any program or settings.

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. After 15 seconds, the hearing aid will restart with the indicator light blinking green.

16. 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 aids according to the following conditions:

	Charging	Operating	Transport and Storage
Temperature	+5 to +35 °C (41 to 95 °F)	+5 to +40 °C (41 to 104 °F)	-20 to +60 °C (-4 to 140 °F)
Humidity (non condensing)	0% to 90%	0% to 90%	0% to 93%
Atmospheric pressure	500 hPa to 1060 hPa	500 hPa to 1060 hPa	500 hPa to 1060 hPa

Prolonged storage at temperatures lower than 10 °C and higher than 30 °C may negatively affect the battery performance of the product.

Charging the hearing aids at temperatures between 35 °C and 40 °C may increase the charging time.

If the device has been subject to storage and transport conditions outside of the recommended use conditions, bring the device back into recommended use conditions before starting the device.

These hearing aids are classified as IP68. This means that they are water and dust resistant and designed to withstand daily life situations.

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

17. Care and maintenance

Please use the following specifications as a guideline.
For further information regarding product safety, see chapter 23.

General information

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.

 Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

 Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid.

 It is not recommended to rinse the hearing aid with water.

Daily

- Inspect the earpiece for earwax and moisture deposits and clean the surfaces with a lint-free cloth.

Weekly

- Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids.
- Clean the charging contacts on the hearing aid with a soft, damp cloth.

Monthly

- Inspect the speaker and the tube for any visible signs of physical damage, such as kinks, broken or frayed cables, cracks, or other deformations.

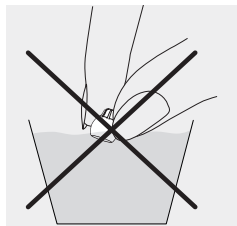
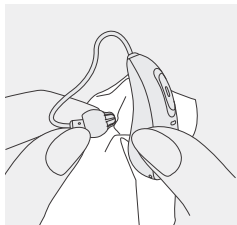
 Do not attempt to use the hearing aids if they appear to be damaged or if the volume or sound quality decreases unexpectedly. In such cases consult your hearing care professional.

If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying methods.

EasyGuard™ :

If your hearing aid is fitted with an EasyGuard™ :

- Clean the EasyGuard™ daily after taking the hearing aid off.
- Do not remove the EasyGuard™ from the speaker for daily cleaning.
- Pay special attention to the tip of the EasyGuard™ and remove any earwax accumulated between the ribs.
- Do not use any sharp objects or a brush for cleaning, as they may damage the EasyGuard™.
- Do not put the EasyGuard™ in water (e.g., in an ultrasonic cleaning bath). Water caught inside the earpiece may damage the receiver.



18. Exchanging earpiece components

Your hearing aid is equipped with an earwax protection to protect the speaker from earwax damage.

When to exchange the earwax protection:

- If it looks dirty or if the hearing aid volume or sound quality is reduced;
- Regular receiver: every 4 weeks;
- ActiveVent™ receiver: every 2 weeks;
- EasyGuard™ does not require earwax protection replacement.

Your hearing care professional can advise you on individual replacement cycles.

When to exchange the earpiece:

- Dome and EasyGuard™: should be replaced every 3 months or when they become stiff or brittle.
- Other earpieces: your hearing care professional can advise you on individual replacement cycles.

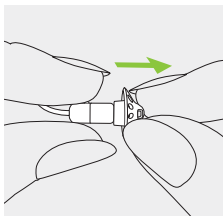
Please check chapter 2 to find out which earpiece you are using. If you are unsure about your earpiece, ask your hearing care professional for assistance.

18.1 Receivers with CeruStop

18.1.1 Removing the earpiece from the speaker

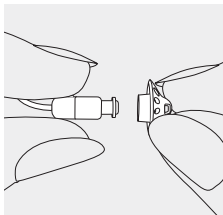
1.

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



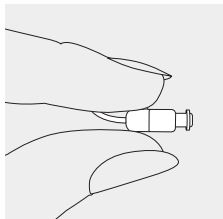
2.

Gently pull off the earpiece to remove.



3.

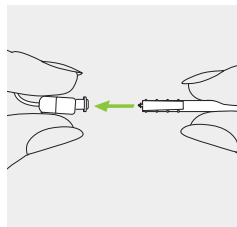
Clean the speaker with a lint-free cloth.



18.1.2 Exchanging the earwax protection with CeruStop*

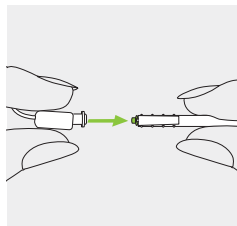
1.

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.

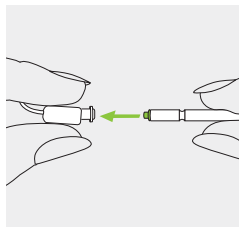
Carefully pull and remove the earwax protector straight out of the speaker. Please do not twist the earwax protector when removing.



* This is not applicable for the EasyGuard™.

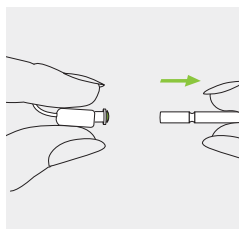
3.

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



4.

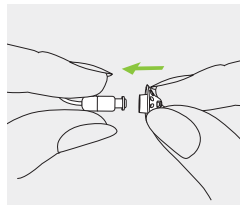
Pull the tool straight out. The new earwax protector will remain in place. Now attach your earpiece to the speaker.



18.1.3 Attaching the earpiece to the speaker

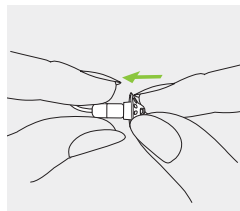
1.

Hold the speaker in one hand and the earpiece in the other.



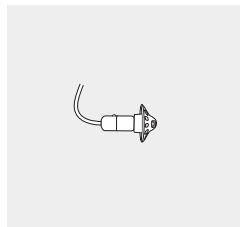
2.

Slide the earpiece over the speaker sound outlet.



3.

The speaker and the earpiece should fit perfectly together.

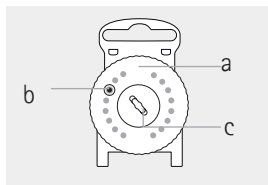


18.2 cShell and ActiveVent™ receiver with SlimTip

18.2.1 Parts Explanation

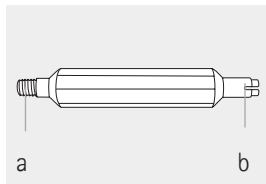
1. Wax filter dispenser

- a) rotating disk
- b) new filter
- c) dispensing slot for used filters



2. Changing tool

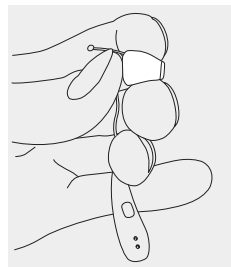
- a) screw end for removing used filter
- b) forked end for inserting new filter



18.2.2 Removing the used wax filter (HF3/HF4 Filters)

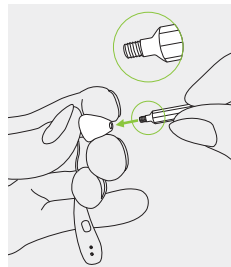
1.

Hold the earpiece firmly and secure the rear of the speaker with your finger.



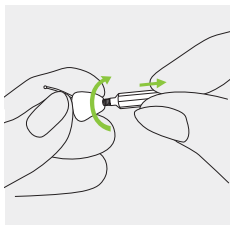
2.

Insert the screw end of the HF3/HF4 changing tool into the speaker of the hearing aid.



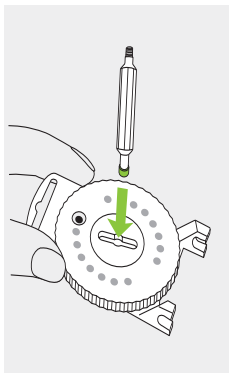
3.

Rotate the changing tool clock-wise until some resistance is felt. Pull the changing tool out of the speaker with the used wax filter attached to the end.



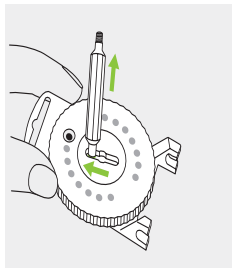
4.

Insert the used wax filter into the dispensing slot in the middle of the wax filter dispenser.



5.

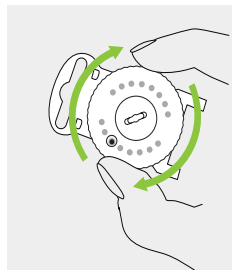
Slide the changing tool to either side of the dispensing slot. Lift the changing tool up, leaving the used wax filter in the dispensing slot.



18.2.3 Inserting a new wax filter

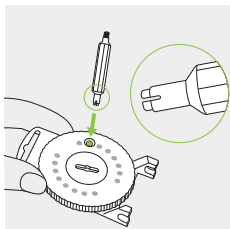
1.

After removing the used wax filter from the speaker of the hearing aid, brush away any remaining debris. Rotate the ridged disk of the wax filter dispenser until a new wax filter is visible in the window of the disk.



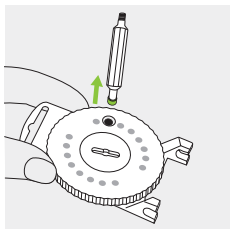
2.

Now use the opposite end of the changing tool (i.e. forked end) to pick up a new wax filter.



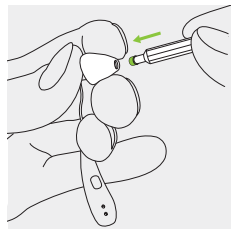
3.

Insert the forked end of the changing tool down and pull up



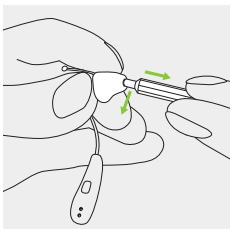
4.

Insert the new wax filter into the speaker of the hearing aid. Make sure to secure the rear of speaker with your finger.



5.

Once the new filter is securely placed in the speaker, lift the changing tool away tilted in a slight angle. Reattach the changing tool to the wax filter dispenser



19. Service and warranty

Expected Service Life:

The hearing aids 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 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 and essential components have been phased out of the product portfolio.

Local warranty

Please ask the hearing care professional where you purchased your hearing aids 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 charger respectively, but not accessories such as 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):



20. Compliance information

Europe:

Declaration of Conformity

Hereby Sonova AG declares that this product meets the requirements of the Medical Device 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 phonak.com/en-int/certificates (Phonak worldwide locations).

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.

The wireless models listed on page 2 are certified under:

Phonak Audéo E-R (90/70/50/30)
Phonak Audéo E-R Trial
Phonak Audéo E-Sphere (90/70/50)
Phonak Audéo E-Sphere Trial

USA	FCC ID: KWC-ERF
Canada	IC: 2262A-ERF

This device utilizes machine learning technology.
For further information please refer to
<https://www.phonak.com/ai-audiology>.

Notice 1:

This device complies with Part 15 of the FCC Rules and with ISED rules 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:

The device is in compliance with the portable RF exposure requirements listed on RSS-102 and FCC 47 CFR Part 2.1093 for a distance of use equal or greater than 0.5 mm.

Notice 4:

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.

Radio information of your wireless hearing aid

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4-DQPSK, 8-DPSK, GMSK
Radiated power	< 2.5 mW
Bluetooth®	
Core version	Bluetooth® Core 5.3, Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP, PBP (Public Broadcast Profile)

Electromagnetic emissions

Manufacturer's Declaration: The hearing aids are intended for use in the electromagnetic environments listed below. The user should assure that they are used in such environments.

Emission Test	Compliance	Electromagnetic environment guidance
RF emissions CISPR 11	Group 1	The hearing aids generate or use RF energy only for their internal functioning. Therefore, the RF emissions are very low and are not likely to cause any interference to nearby electronic equipment.
RF emissions CISPR 11	Class B	The hearing aids are suitable for use in domestic establishment and in establishment directly connected to a low voltage power supply network which supplies buildings used for domestic purposes.

Electromagnetic immunity

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
Electrostatic Discharge (ESD) IEC 61000-4-2	+/- 8 kV contact +/- 2 kV, +/- 4 kV, +/- 8 kV, +/- 15 kV air	+/- 8 kV contact +/- 2 kV, +/- 4 kV, +/- 8 kV, +/- 15 kV air
Radiated RF Electromagnetic Field Immunity Test IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz
Proximity Magnetic Field IEC 61000-4-3	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz 9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz 27 V/m; 385 MHz; Pulse modulation 18 Hz 28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz 9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz 27 V/m; 385 MHz; Pulse modulation 18 Hz 28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
Proximity Magnetic Field IEC 61000-4-3	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz	28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz
	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz	28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz
Rated power frequency magnetic fields IEC 61000-4-8	30 A/m 50 Hz or 60 Hz	30 A/m 50 Hz or 60 Hz



21. Information and description of symbols



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.



Indicates the Authorized representative in the European Union. The EU 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.



Important information for handling and product safety.



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.



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.



Indicates the manufacturer's serial number so that a specific medical device can be identified.



Indicates the manufacturer's catalogue number so that the medical device can be identified.



Indicates that the device is a medical device.



An indication that electronic instructions for use are available.



The Auracast™ word mark and logos are 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.

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.



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.



This symbol indicates a device that is not safe to use in magnetic resonance (MR) environment (e.g. during an MRI scan).



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids at waste disposal sites intended for electronic waste, or give your hearing aid 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.



22. Troubleshooting

Cause	What to do
Problem: Hearing aid not functioning.	
Speaker/earpiece blocked.	Clean speaker opening/earpiece.
Hearing aid switched off.	Press lower part of multi-function button for 3 seconds (chapter 7).
Battery fully discharged.	Charge hearing aid (chapter 3).
Hearing aid in error state.	Reboot the hearing aid (chapter 15).

Problem: Hearing aid whistles.	
Hearing aid not inserted correctly into ear.	Insert hearing aid correctly (chapter 5).
Cerumen in ear canal.	Contact your ENT/GP or hearing care professional.

Problem: Hearing aid too loud.	
Volume too loud.	Decrease volume if volume control available (chapter 7).

Please check [phonak.com/en-int/support](https://www.phonak.com/en-int/support) for further information

Cause	What to do
Problem: Hearing aid not loud enough or distorted.	
Volume too low.	Increase volume if volume control available (chapter 7).
Low battery.	Charge hearing aid (chapter 3).
Speaker/earpiece blocked.	Clean speaker opening/earpiece.
Hearing has changed.	Contact your hearing care professional.

Problem: Hearing aid plays two beeps.	
Indication for low battery.	Charge hearing aid (chapter 3).

Problem: Hearing aid will not switch on.	
Battery fully discharged.	Charge hearing aid (chapter 3).

Problem: Indicator light on hearing aid switches off when hearing aid is removed from charger.	
"Auto On" feature is disabled.	Switch on the hearing aid (chapter 8).

Please check phonak.com/en-int/support for further information

Cause	What to do
Problem: Indicator light on hearing aid does not light up when hearing aid is placed in charging slots	
Hearing aid not inserted correctly into charger.	Insert hearing aid correctly into charger (chapter 3).
Hearing aid battery fully discharged.	Wait three hours after placing hearing aid in charger, regardless of LED behavior.
Hearing aid does not operate.	If the indicator light on the hearing aid does not light up after reinserting the hearing aid correctly and charging it, remove the hearing aid from the charger and contact your hearing care professional for further assistance.

Problem: Indicator light on hearing aid is solid red while hearing aid is in the charger.	
Hearing aid is out of its operating temperature range.	Warm hearing aid up or cool it down. Operating temperature range is +5 to +40 °C (+41 to +104 °F).
The charging contacts on the hearing aid are dirty.	Clean the charging contacts (chapter 17) and reinsert the hearing aid into the charger.
Faulty battery.	Contact your hearing care professional.

Cause	What to do
Problem: 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 the charger.	Reboot the hearing aid (chapter 15).

Problem: Battery does not last the whole day.	
Shortened battery life.	Contact your hearing care professional. A battery replacement may be required.

Problem: Phone call function does not work	
Hearing aid not paired to the phone.	Pair hearing aid to the phone (chapter 13).

Problem: Charging does not start.	
Charger not connected to power source or charger's internal battery low.	Connect the charger to the power source and check whether the charger's power indicator light is on.
Hearing aid not inserted correctly into charger.	Insert hearing aid correctly into charger (chapter 3).

Please check phonak.com/en-int/support for further information

Cause	What to do
Problem: Hearing aid with ActiveVent™ receiver is not working properly.	
Vent in wrong position (e.g. closed).	Reboot by switching hearing aid off and on again.
Wax, other.	Clean the speaker opening and / or change the wax filter (chapter 18). Contact your hearing care professional.

Problem: ActiveVent™ receiver feels loose in earpiece or has separated completely from earpiece.	
Speaker dislodged from earpiece (i.e during exchange of earwax protection).	Push the speaker back into the earpiece. If the speaker is still loose contact your hearing care professional.

❗ If the problem persists, contact your hearing care professional for assistance.

23. Important safety information

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

Intended use

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

The Tinnitus software feature 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.

Intended patient population:

The device is intended for patients from 8 years of age which fulfill the clinical indication for this product. The Tinnitus software feature is intended for patients from 18 years of age who fulfill the clinical indication for this software feature.

Intended user:

Intended for people with hearing loss using a hearing aid and their caregivers. A hearing care professional is responsible for adjusting the hearing aid.

Indications:

Indications for the use of hearing aids are:

- Presence of organic hearing loss, presenting each of the following characteristics:
 - Uni-or bilateral
 - Conductive, sensorineural or mixed
 - Grades: mild to profound

Indication for the use of the Tinnitus features are:

- Presence of chronic tinnitus (>3 months, after occurrence) in addition to the presence of hearing loss.

Contraindications:

Contraindications for the use of hearing aids and Tinnitus feature are:

- Acute tinnitus (< three months after it occurs)
- 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)

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

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels (dB) because there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is

required only for those hearing aids with a maximum sound pressure capability greater than 132 dB).

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 aids: Improvement of speech understanding.

Tinnitus feature: Tinnitus feature provides supplementary noise stimulation which can help defocus the user's attention from their tinnitus.

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.

The hearing aid is suitable for the home healthcare environment and due to their portability it may happen that it is 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, 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.

23.1 Warnings

 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.

 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.

 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.

 Patients implanted with magnetic externally programmable CSF shunt valves may have a risk of experiencing an unintended change in their valve setting when exposed to strong magnetic fields.

The receiver (loudspeaker) of hearing aids contains static magnets. Keep a distance of 2 inches (approx. 5 cm) or more between the magnets and the site of the implanted shunt valve.

 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.

 Hearing aids and their parts should be kept out of reach of children and anyone who might swallow, choke on or otherwise cause injury to themselves with them. If swallowed consult a physician or hospital immediately as the hearing aid or its parts can be poisonous. In the event of choking immediately administer treatment or contact emergency services.

 The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety

 **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!

 Protect your hearing aid 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 (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

 Do not remove receiver cables from the hearing instruments. If removal or exchange is required it is recommended to contact the hearing care professional.

 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 device 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.

 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.

 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.

⚠ Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

⚠ 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.

⚠ 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.

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

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

⚠ 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 aid including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

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

- Keep the wireless device 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 the interference can also be caused by powerlines, 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.

⚠ Do not use your hearing aid in areas where electronic equipment is prohibited.

- ⚠ In very rare cases if not securely attached, a dome or wax filter 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.
- ⚠ 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.
- ⚠ During streaming of phone calls or music to the hearing aid, the signal from the CROS device is no longer transmitted to the hearing aid, which may result in unawareness of acoustical situations indicating danger.
- ⚠ 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.

- ⚠ The volume of Tinnitus feature can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the Tinnitus feature be set to such a level in your hearing aid, your hearing care professional will advise you of the maximum amount of time per day you should use the Tinnitus feature. The Tinnitus feature should never be used at uncomfortable levels.
- ⚠ The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching during insertion or removal and get stuck in your ears. In the unlikely case that such part gets stuck in your ear canal, it is strongly recommended to see a physician for safe removal.
- ⚠ Only use compatible charger for charging your hearing aids, otherwise the devices may be damaged.
- ⚠ For chargers, use only IEC 60950-1*, IEC 62368 or IEC 60601-1 certified equipment with an output rating of 5 VDC. Max 1 A.

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

 Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

 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! Phonak 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.

23.2 Cautions

 Custom hearing aids and earpieces with titanium shell can contain small quantities of acrylates from adhesives. People who are sensitive to such substances may potentially experience an allergic skin reaction. Stop using the device immediately if such a reaction occurs and contact your hearing care professional or physician.

 Custom ear pieces contain acrylates or methacrylates. People who are sensitive to such substances may potentially experience an allergic skin reaction. Stop using the device immediately if such a reaction occurs and contact your hearing care professional or physician.

 Only use the device according to chapter 16 "Environmental conditions" page 32. Using the device otherwise may heat the hearing aid up to temperatures, which in the worst-case can lead to skin burns.

 If you experience itching, redness, blisters, swelling, inflammation in or around your ears, inform your hearing care professional and contact your physician.

23.3 Notes

 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.

- ① Your device uses radio frequencies in the 2.4 GHz to 2.48 GHz range. It is generally safe to use your device's wireless features during all phases of a flight, including takeoff and landing. However, always follow the instructions provided by the airline crew and flight operator, as rules may vary depending on the airline or country.

24. 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:



Sonova Deutschland GmbH

Max-Eyth-Strasse 20

70736 Fellbach-Oeffingen

Germany



Manufacturer:

Sonova AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

phonak.com

029-1462-03/V1.00/2026-03/NLG © 2026 Sonova AG All rights reserved



sonova
HEAR THE WORLD

