

Roger Focus II.

User Guide

Roger Focus II



This user guide is valid for:

Hearing device

Roger Focus II

Charging accessory

Phonak Charger Combi BTE 2

Phonak Charger BTE RIC



Your hearing device & charger details

- ① The hearing device described in this user guide contain a built-in and non-removable rechargeable lithium-ion battery.
- ① Please also read safety information regarding handling rechargeable hearing device (chapter 19).

Hearing device

Roger Focus II

Charging accessory

Charger Combi BTE 2*

Charger BTE RIC*

* incl. power adapter and USB cable



Contents

Your hearing device and charger have been developed by Phonak – the 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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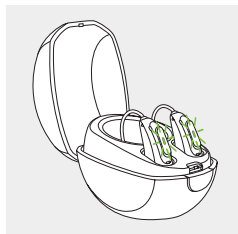
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1. Quick guide

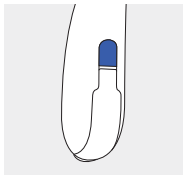
Charging your hearing device

① Before using your hearing device for the first time, it is recommended to charge it for 3 hours.

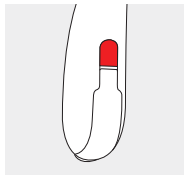
After placing your hearing device in the charger, the indicator light will show the charging state of the battery until the hearing device is fully charged. When fully charged the indicator light will be constantly on, i.e. solid green light.



Left & right hearing device markings



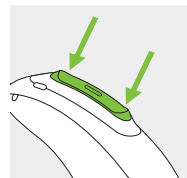
Blue marking for **left** hearing device.



Red marking for **right** hearing device.

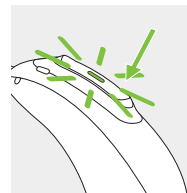
Multi-function button with indicator light

The button has several functions. It functions as an on/off switch, a volume control and a volume control lock.



On/Off

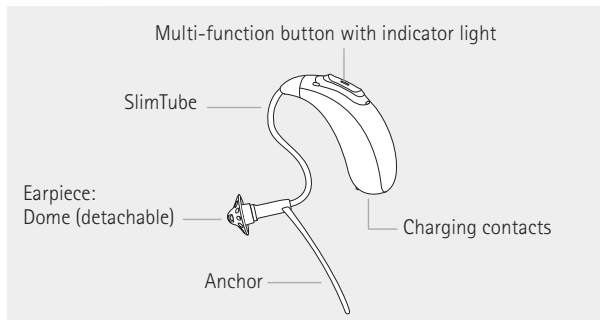
Firmly press the lower part of the button for 3 seconds until the indicator light turns solid green (On) or solid red (Off).



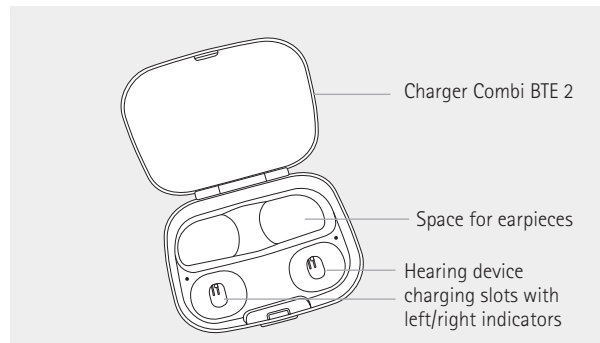
2. Parts of the hearing device & charger

The following pictures show the hearing device and charger accessory described in this user guide.

Roger Focus II



Phonak Charger Combi BTE 2

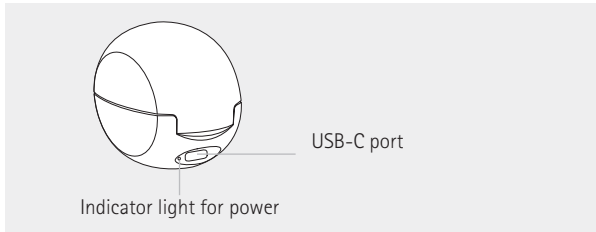
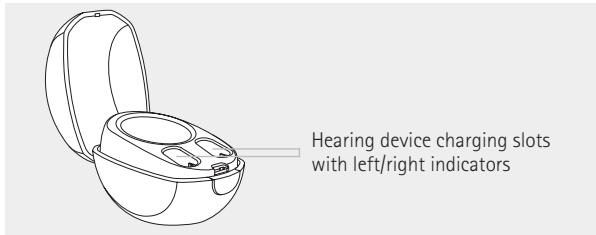


Power adapter and charger specification

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 2 may be used with an external power supply that fulfills the specifications in the table above.

Phonak Charger BTE RIC



Power adapter specification

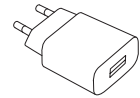
Power adapter output voltage	5 VDC +/-10%, current 1 A
Power adapter input voltage:	100-240 VAC, 50/60Hz, current 0,25 A
Charger input voltage	5 VDC +/-10%, current 1 A
USB cable specifications	5 V min. 1 A, USB-A to USB-C, maximum length 3 m

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

Accessories



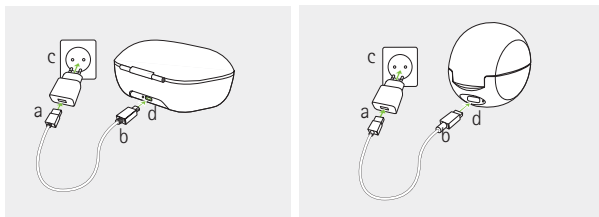
USB cable



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

Make sure you have access to the power adapter during charging.

4. Charging the hearing device

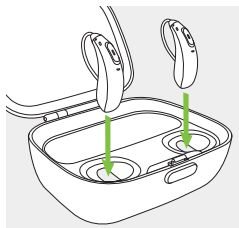
- ⓘ Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing device (this can vary, depending on the hearing device settings).
- ⓘ The hearing device contains a built-in and non-removable rechargeable lithium-ion battery.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

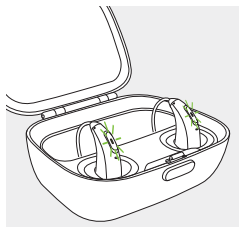
1.

Insert the hearing device into the charging slot. Make sure the left and right hearing device markings match the left (blue) and right (red) indicators next to the charging slots. The hearing device 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 device 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 device can be safely left in the charger. It can take up to 3 hours to charge the hearing device. The charger lid can be closed while charging.

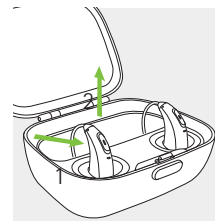
Charging times

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

3.

Remove the hearing device from the charger by:

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



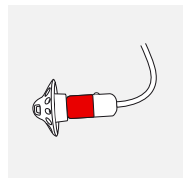
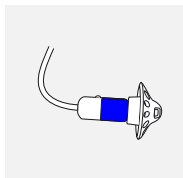
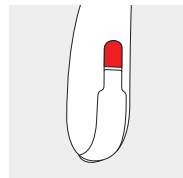
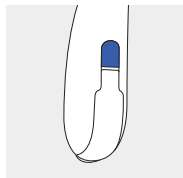
By default, the hearing devices are programmed so that they turn on automatically when they are removed from a charger that is connected to the power supply. Your hearing care professional can turn this setting off. In this case, you will need to switch the hearing device on manually.

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.

- ❶ Do not hold the earpiece to remove the hearing device from the charger as this can damage the tube.
- ❷ Turn off your hearing device before inserting it in the disconnected charger to store it.
- ❸ If you unplug the charger while the hearing device is charging inside, please make sure to turn off the hearing device to prevent discharge.
- ❹ Always close the lid when charging you hearing device in a humid environment.

5. Left & right hearing device markings

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



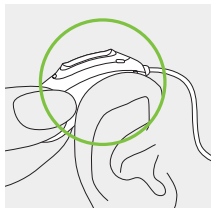
Blue marking for
left hearing device.

Red marking for
right hearing device.

6. Putting on the hearing device

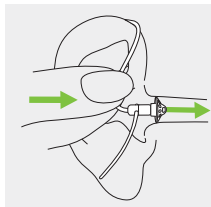
1.

Place the hearing device behind your ear.



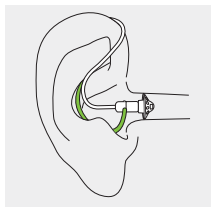
2.

Insert the earpiece into your ear canal.



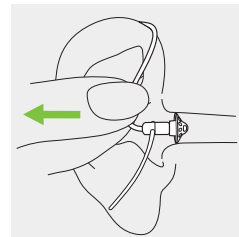
3.

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



7. Removing the hearing device

Pull on the bend of the SlimTube and remove the hearing device from behind the ear.



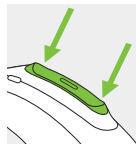
8. Multi-function button with indicator light

The multi-function button has several functions.

It functions as an on/off switch, and a volume control. Increase the volume with a short press on the upper part of the button. Decrease the volume with a short press on the bottom part of the button.








To lock the button, press the upper part of the button for 5 secs.

To unlock the button, press the upper part of the button for 5 secs.



Indicator light

Parents and caregivers of infants and young children can easily be informed about the hearing device status with the indicator light. The indicator light is integrated in the multi-function button and shows the status of the hearing device as long as it is powered on and charged.

Status hearing device**	Indicator light pattern
<input type="checkbox"/> Locking multi-function button	Double blink 
<input type="checkbox"/> Unlocking multi-function button	Single blink 
<input type="checkbox"/> Low battery *	Continuous red blink 
<input type="checkbox"/> Volume level change (either initiated by a remote control or by the multi-function button)	Single blink per volume change 
<input type="checkbox"/> Mid-volume	Solid green 
<input type="checkbox"/> Roger microphone connecting the device	Single blink 
<input type="checkbox"/> Volume max or Volume min reached	Double blink 

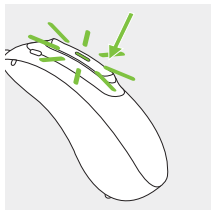
* Low battery alert is initiated approx. 60 minutes before the battery needs to be charged.

** Consult the quick guide delivered with the hearing device for information regarding beep notifications and using the Phonak remote control.

9. On/Off

Switch on hearing device

The hearing device switches on automatically when removed from the charger connected to the power supply.



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 green. The solid green light for 3 seconds indicates that the hearing device is ready.

Switch off hearing device

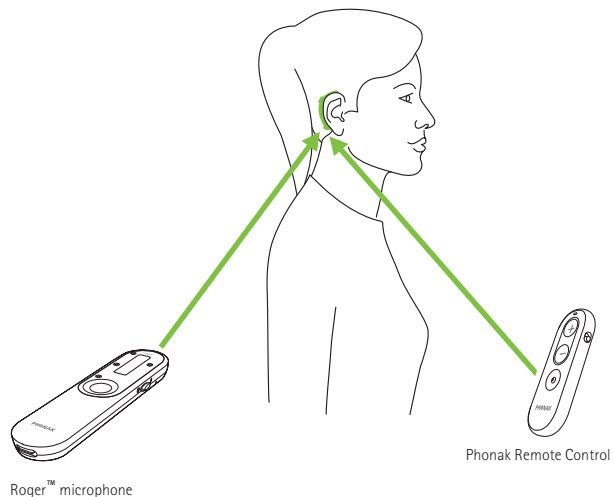
Press and hold the lower part of the button for 3 seconds until the solid red light indicates the hearing device is off.

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

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

10. Connectivity overview

The illustration below shows connectivity to Roger microphones for your hearing device.



11. Environmental conditions

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

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

	Operating	Transport	Storage
Temperature	+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 device regularly during long-term storage.

This hearing device is classified as IP68. This means that it is water and dust resistant and designed to withstand daily life situations. It 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. This hearing device should never be exposed to chlorinated water, soap, salt water or other liquids with a chemical content.

If this 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 2 is classified as IP22. This means that the charger is 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.

12. Care and maintenance

Expected Service Life:

The hearing device and 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 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 19.2.

General information

Before using hair spray or applying cosmetics, you should remove your hearing device 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 device is resistant to water, sweat and dust under the following conditions:

- After exposure to water, sweat or dust, the hearing device is cleaned and dried.
- The hearing device is used and maintained as described in this user manual.



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

Daily

Hearing aid: Inspect the earpiece and SlimTube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth or use the small brush provided in the hearing device hard case. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing device. It is not recommended to rinse these parts with water, risk for lodging in the SlimTube. If you need to clean your hearing device intensively, ask your hearing care professional for advice.

Charger: Make sure that the charger slots are clean by cleaning the contact surfaces with a soft brush. Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger. Do not rinse your charger with water.

Weekly

Hearing aid: Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing device. For further maintenance or cleaning instructions, please see your hearing care professional.

Charger: Remove dust or dirt from the charger ports with a soft brush.

Monthly

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



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



13. Rebooting your hearing device

Use this technique if your hearing device is in an error state. This will not remove or delete any settings.

1.

Press the lower part of the button for at least 15 seconds. It does not matter if the hearing device 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 device in the power-connected charger and wait until the indicator light blinks green. This can take up to 30 seconds. The hearing device is now ready to use.

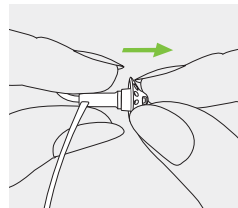
14. Exchanging the earpiece

Your hearing device is fitted with a SlimTube and earpiece.

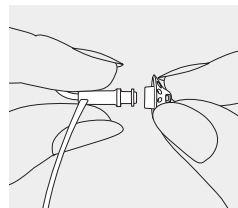
Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing device volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months.

14.1 Removing the earpiece from the SlimTube

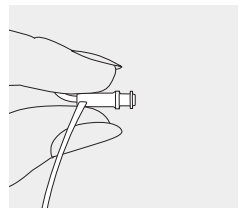
1. Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



2. Gently pull on the earpiece to remove.

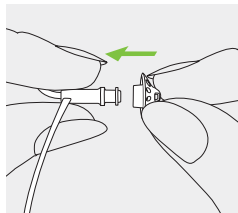


3. Clean the SlimTube with a lint-free cloth.

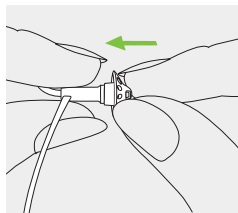


14.2 Attaching the earpiece to the SlimTube

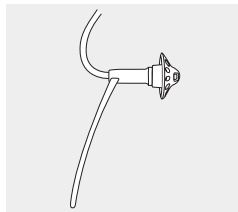
1.
Hold the SlimTube in one hand
and the earpiece in the other.



2.
Slide the earpiece over the
sound outlet.



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



15. Service and warranty

Local warranty

Please ask the hearing care professional where you purchased your hearing device and charger 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 device and charger respectively, but not accessories such as SlimTubes, 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.



16. Compliance information

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 device left side: _____

Hearing device right side: _____

Charger: _____

Date of purchase: _____

Authorized hearing care professional (stamp/signature):

Europe:

Declaration of Conformity for the hearing device

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/us/en/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.

The hearing device listed on page 2 is certified under:

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

Notice 1:

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

Japanese Radio Law and Japanese Telecommunications Business Law Compliance

This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid).



R 005-102109

T A19-0087005

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.

Charger:

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

Notice 5:

The hearing 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.

Radio information of your hearing device

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK
Radiated power	< 1 mW
Bluetooth®	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	Bluetooth LE, Direct mode

Electromagnetic emissions

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

Emissions Test	Compliance	Electromagnetic environment guidance
RF emissions CISPR 11	Group 1	The hearing device 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 device 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
	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz
	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz	9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz
Proximity Magnetic Field IEC 61000-4-3	27 V/m; 385 MHz; Pulse modulation 18 Hz	27 V/m; 385 MHz; Pulse modulation 18 Hz
	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine	28 V/m; 450 MHz FM +/- 5 kHz deviation; 1 kHz sine
	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

Immunity Test	IEC60601-1-2 Test Level	Compliance Level
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
Enclosure Port Immunity to Proximity Magnetic Fields IEC 61000-4-39	Test frequency 30kHz, modulation: CW, Immunity test level 8	Test frequency 30kHz, modulation: CW, Immunity test level 8
	Test frequency 134, 2 kHz, Pulse modulation: 2.1 kHz, Immunity test level 65	Test frequency 134, 2 kHz, Pulse modulation: 2.1 kHz, Immunity test level 65
	Test frequency 13.56 kHz, Pulse modulation: 50kHz, Immunity test level 7.5	Test frequency 13.56 kHz, Pulse modulation: 50kHz, Immunity test level 7.5

Phonak Charger BTE RIC is EMC-tested in conformity with the requirements of IEC 60601-1-2:2014.

17. 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 hearing device 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 device 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.

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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.

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

IP68 Ingress Protection Rating. IP68 rating indicates that the hearing device 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.



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid as well as batteries/ 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.

For EU countries: Under EU regulations, it is mandatory to recycle batteries to ensure they are disposed of safely and in an environmentally responsible manner. As a consumer, you are legally required to return these batteries to local authorized recycling centres. Batteries can either be taken directly to recycling facilities or you can check with your hearing care professional to see if they provide recycling options. By following these guidelines, you not only help protect the environment but also comply with EU laws designed to mitigate the negative effects of battery waste



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

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.



18. Troubleshooting

Cause	What to do
Problem: Hearing device too loud	
Volume too loud	Decrease volume (chapter 8)

Problem: Hearing device not loud enough or distorted	
Volume too low	Increase volume (chapter 8)
Low battery	Charge hearing device (chapter 4)
Earpiece blocked	Clean earpiece (chapter 12)
Hearing has changed	Contact your hearing care professional

Problem: Hearing device plays two beeps	
Indication for low battery	Charge hearing device (chapter 4)

Problem: Hearing device not functioning (no sound)	
Earpiece blocked	Clean earpiece (chapter 12)
Hearing device is switched off	Switch on the hearing device (chapter 9)

Cause	What to do
Problem: Hearing device will not switch on	
Battery fully discharged	Charge hearing device (chapter 4)
Button was inadvertently deactivated by pressing the button longer than 15 seconds	Perform step 2 of the rebooting process (chapter 13)

Problem: Indicator light on hearing device does not light up when hearing device placed in charging slots	
Hearing device not inserted correctly into charger	Insert hearing device correctly into charger (chapter 4)
Charger not connected to power source	Connect charger to external power supply
Battery fully discharged	Wait three hours after placing hearing device in charger, regardless of LED behavior

① If the problem persists, contact your hearing care professional for assistance.

Cause	What to do
Problem: Indicator light on hearing device is solid red while hearing device is in the charger	
Dirty charging contacts	Clean the contacts of the hearing device and the charger
Hearing device is out of its operating temperature range	Warm hearing device up. Operating temperature range is +5° to +40° Celsius (+41° to +104° Fahrenheit)
Faulty battery	Contact your hearing care professional

Problem: Indicator light on hearing device remains solid green after removal from the charger	
Indicator light on the hearing device was red when hearing device was placed into the charger	Reboot the hearing device (chapter 13)

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

① If the problem persists, contact your hearing care professional for assistance.

19. Important safety information

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

Intended use

Hearing device: This device is intended to process and transmit sound to the ears to compensate for listening and communication difficulties.

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

Intended User

Hearing device: Intended for individuals requiring assistance in listening. Individuals with developmental or cognitive delay will require constant supervision from a Care giver. An HCP is responsible for fitting the device.

Charging accessories: Intended for people with hearing loss using the compatible rechargeable hearing device, their caregivers and HCP.

Intended medical indication

Hearing device: The device is intended for use by normal-hearing individuals with Auditory Processing Disorder (APD) or Autism Spectrum Disorder (ASD). It may also be used on the healthy ear of individuals with Unilateral Hearing Loss (UHL).

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

Medical contraindications

Hearing device: Contraindications for use include bilateral hearing loss, active or chronic middle or outer ear pathology, chronic drainage or discharge, or evidence of chronic inflammation.

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

Intended Patient Population

Hearing device: The intended patient population consists primarily of individuals over 36 months of age who meet the device's clinical indications.

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

Clinical benefit

Hearing device: Improves perception of targeted speech in complex listening environments.

Charging accessories: The charging accessories themselves do not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the rechargeable hearing device to achieve their intended purpose.

Side effects

Hearing device: Physiological side-effects of hearing device 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.

Charging accessories: Please note, side effects are not derived from the charging accessories, but from the compatible hearing device.

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


Any serious incident that has occurred in relation to the hearing device 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.


19.1 Hazard warnings


 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 device or accessory, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.


 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.

 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 of the hearing device mentioned in this user guide contain static magnets. Keep a distance of 2 inches (approx. 5 cm) or more between the magnets and the site of the implanted shunt valve.


 Always make sure that the hearing devices and charger are dry and clean. If the charger or power supply is damaged, the device must not be used anymore as it may cause electric shock.

 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.

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


- Keep the hearing device at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the hearing device 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 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.


 Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing devices. 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 devices 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 devices.

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

 Only use approved chargers described in this user guide for charging your hearing device, otherwise the devices may be damaged.

⚠ Hearing devices 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 device or its parts can be poisonous. In the event of choking immediately administer treatment or contact emergency services.

⚠ 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.

⚠ In very rare cases if not securely attached, dome can remain in your ear canal when removing the hearing device 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.

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

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


⚠ Hearing devices should not be fitted with dome when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. 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.


⚠ The earpiece should be changed every 3 months or when it becomes stiff or brittle. This is to prevent the earpiece 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.


⚠ 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 use the device as described in the user guide. Using the device otherwise may heat the hearing device 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.

 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.

 To supply power to the chargers mentioned in this user guide, use only IEC 60950-1*, IEC 62368-1 or IEC60601-1 certified charging equipment (e.g. power supply) within the specification in chapter 2.

 **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!

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

19.2 Information on product safety

-  These hearing devices are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing device in water! These hearing devices 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 device before these activities, as the hearing device contains sensitive electronic parts.
-  Protect your hearing aid and charging accessories 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. Ask your hearing care professional about suitable drying methods.
-  Do not place the device close to an induction cooking surface. Conductive structures inside the device could absorb inductive energy resulting in thermal destruction.
-  Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.

Your hearing care professional:



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