

**PHILIPS**

**HearLink**

Behind-the-Ear  
Hearing Aids

miniBTE T  
miniBTE T R

Made for

 **iPhone** | **iPad** | **iPod**

Works with

**android** 



# Instructions for Use

## Model overview

This booklet is valid for the HearLink™ family in the following hearing aid models:

- ☐ MNB T R
- ☐ MNB T

### FW 1.3

- |  |                      |           |
|--|----------------------|-----------|
| <input type="checkbox"/> HearLink 9030 MNB T R | GTIN: 05714464052462 | (HEB9034) |
| <input type="checkbox"/> HearLink 7030 MNB T R | GTIN: 05714464052479 | (HEB7034) |
| <input type="checkbox"/> HearLink 5030 MNB T R | GTIN: 05714464052486 | (HEB5034) |
|  |                      |           |
| <input type="checkbox"/> HearLink 9030 MNB T   | GTIN: 05714464052462 | (HEB9033) |
| <input type="checkbox"/> HearLink 7030 MNB T   | GTIN: 05714464052479 | (HEB7033) |
| <input type="checkbox"/> HearLink 5030 MNB T   | GTIN: 05714464052486 | (HEB5033) |

### **FW 1.3**

- |  |                      |           |
|--|----------------------|-----------|
| <input type="checkbox"/> HearLink 3030 MNB T R | GTIN: 05714464052493 | (HEB3034) |
| <input type="checkbox"/> HearLink 2030 MNB T R | GTIN: 05714464052509 | (HEB2034) |
| <input type="checkbox"/> HearLink 3030 MNB T   | GTIN: 05714464052493 | (HEB3033) |
| <input type="checkbox"/> HearLink 2030 MNB T   | GTIN: 05714464052509 | (HEB2033) |

## Introduction to this booklet

This booklet guides you on how to use and maintain your new hearing aids. Ensure you read this booklet carefully, including the Warnings section. This will help you get the most benefit from your hearing aids.

More information is available on [www.hearingsolutions.philips.com](http://www.hearingsolutions.philips.com)

Your hearing care professional has adjusted the hearing aids to meet your needs. If you have additional questions, contact your hearing care professional.

A hearing care professional\* (hearing aid professional, audiologist, ENT (ear, nose and throat) doctor, and hearing aid dispenser) is a person who is appropriately educated and has proven competency in professionally assessing hearing, selecting, fitting, and delivering hearing instruments and rehabilitation care to persons with hearing loss. The education of the hearing care professional is in accordance with national or regional regulations.

\*The job title may vary from country to country.



# Intended use

(MNB T R)

<b>Intended use</b>	The hearing aid is intended to amplify and transmit sound to the ear.
<b>Indications for use</b>	Bilateral or unilateral impaired hearing of sensorineural, conductive or mixed type ranging from a slight (16 dB HL*) to moderately severe (75 dB HL*) degree of hearing loss, with an individual frequency configuration.
<b>Intended user</b>	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
<b>Intended user group</b>	Infants, children and adults.
<b>Use environment</b>	Indoor and outdoor
<b>Contraindications</b>	Users of active implants must pay special attention when using the hearing aid. For more information read the <b>Warnings</b> section.
<b>Clinical benefits</b>	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

# Intended use

(MNB T)

<b>Intended use</b>	The hearing aid is intended to amplify and transmit sound to the ear.
<b>Indications for use</b>	Bilateral or unilateral impaired hearing of sensorineural, conductive or mixed type ranging from a slight (16 dB HL*) to moderately severe (75 dB HL*) degree of hearing loss, with an individual frequency configuration.
<b>Intended user</b>	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
<b>Intended user group</b>	Adults and children older than 36 months.
<b>Use environment</b>	Indoor and outdoor
<b>Contraindications</b>	Not suitable for infants below 36 months. Users of active implants must pay special attention when using the hearing aid. For more information read the <b>Warnings</b> section.
<b>Clinical benefits</b>	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

*\* As specified by the American Speech-Language-Hearing Association, asha-org, using pure-tone average of 0.5, 1 and 2 kHz*

**IMPORTANT NOTICE**

The hearing aid amplification is uniquely adjusted and optimised to your personal hearing capabilities during the hearing aid fitting performed by your hearing care professional.



# Table of contents

## About

Your hearing aid and earpiece	12
-------------------------------	----

## Getting started

Charging time	16
Battery performance	17
Identify left and right hearing aids	18
Turn hearing aids ON/OFF	20
Low battery indication	23
How to replace the battery (size 312)	24

## Daily Use

Put on the hearing aid with sound hook	26
Put on hearing aid with thin tube	27
Cleaning	28
Clean the hearing aid	29
Clean the thin tube	30
Clean customised earpieces	31
Replace standard earpieces	34

Continues on next page

# Table of contents

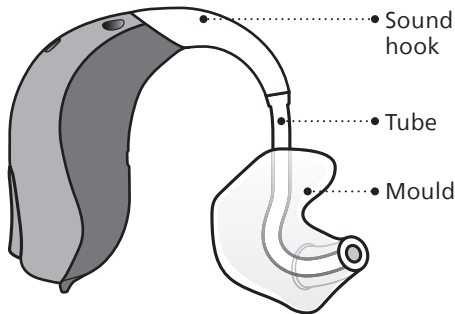
	Replace ProWax filter	36
	Change program	37
	Change volume	38
	Store your hearing aids	39
<b>Options</b>		
	Flight mode	40
	Mute your hearing aids	41
	Use your hearing aids with iPhone®, iPad® and iPod®	42
	Use your hearing aids with Android™ devices	43
	Pairing and compatibility	44
	Wireless accessories and other options	45
<b>Warnings</b>		
	General Warnings	48
<b>More info</b>		
	Troubleshooting	54
	Find Product Information	58
	Water and dust resistant (IP68)	60

Conditions of use	61
Conditions of use	62
Technical information	63
Warranty	69
Your individual hearing aid settings	70
Sound and LED light indicators	71

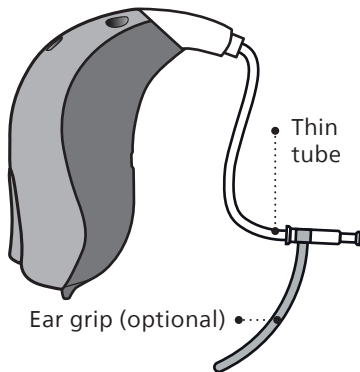
## Your hearing aid and earpiece

There are two different attachments and several different earpieces available for the hearing aid.

☐ **With sound hook and mould earpiece**



☐ **With thin tube**



The thin tube uses one of the following earpieces:

### Standard earpieces



☐ OpenBass dome



☐ Bass dome, double vent



☐ Power dome



☐ Grip Tip

Available in small and large, left and right, with or without vent.

### Customised earpieces



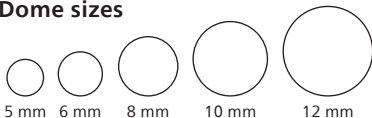
☐ Micro mould



☐ VarioTherm® micro mould

\* VarioTherm is a registered trademark of Dreve

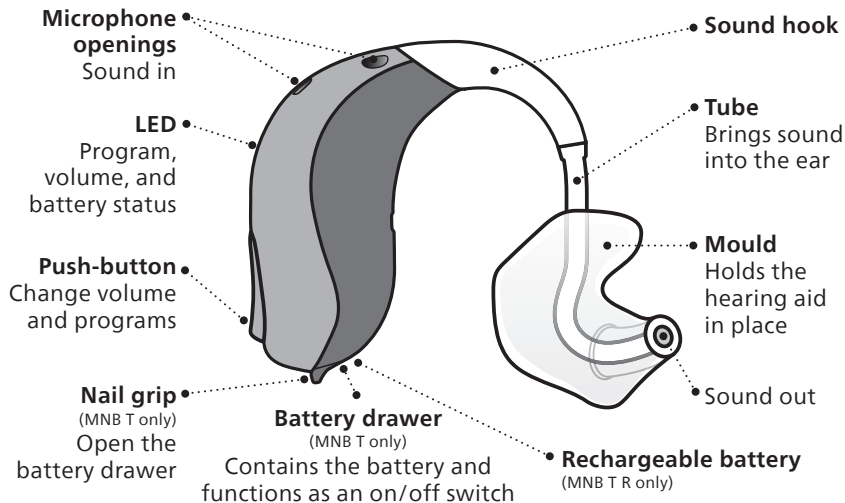
### Dome sizes



Please see details for replacing the dome in chapter "Replace standard earpieces".

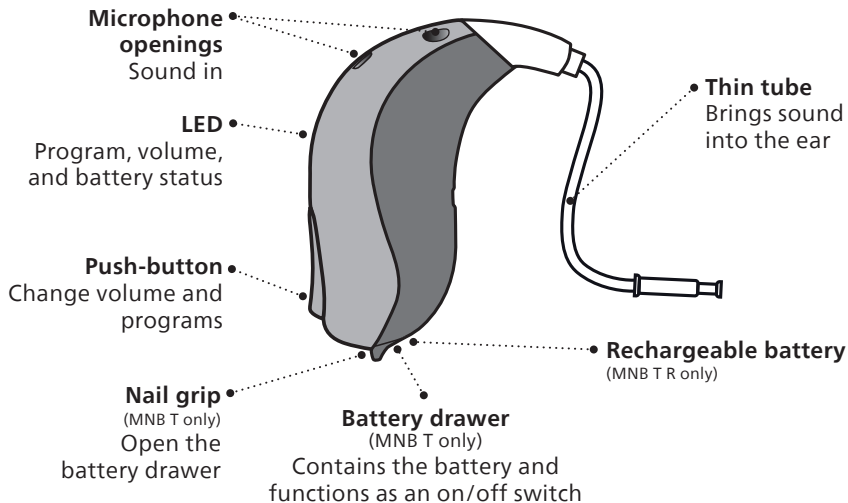
# With sound hook and mould

## What it is and does



# With thin tube

## What it is and does



## Charging time

(MNB T R only)

Ensure you fully charge your hearing aids before first use and charge them every night. That ensures you start your day with fully charged hearing aids.

If your hearing aid's battery is completely drained, the normal charging time is:

3.5 hours	1 hour	0.5 hour
Fully charged	40% charged	20% charged

When the battery is fully charged, the charging process stops automatically.

Charging time may vary depending on the remaining capacity of the battery and between the left/right hearing aid.

For instructions on how to use your charger, see the charger's instructions for use.



## **Battery performance**

Battery performance varies depending on your individual use and hearing aid settings. Streaming sound from a TV, mobile phone or connectivity devices can influence this performance.

### **Rechargeable battery — MNB T R only**

If your rechargeable hearing aids do not perform for a full day, contact your hearing care professional.

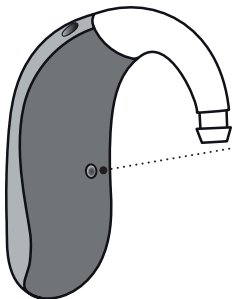
If your hearing aids run out of battery, ensure you recharge them by placing them in the charger. Be aware that restarting the hearing aids does not give you more usage time.

## Identify left and right hearing aids

It is important to distinguish between the left and the right hearing aid, as they may be programmed differently.

### MNB T R only

You can find left/right colour indicators on the hearing aid itself. Indicators can also be found on Micro moulds and moulds (optional).

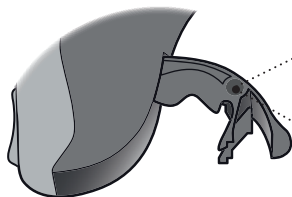


- A **BLUE** indicator marks the LEFT hearing aid.

A **RED** indicator marks the RIGHT hearing aid.

## MNB T only

You can find left/right colour indicators in the battery drawer. Indicators can also be found on Micro moulds and moulds (optional).



- A **BLUE** indicator marks the LEFT hearing aid

- A **RED** indicator marks the RIGHT hearing aid

## Turn hearing aids ON/OFF

### Using the charger - MNB T R only

Your hearing aids automatically turn ON when removed from the charger.

The hearing aid LED light turns **GREEN** after a few seconds. Wait until the hearing aid LED light blinks **GREEN** twice, confirming that it is ready for use. Depending on your hearing aid settings, you may also hear a start-up jingle.

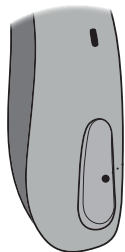
Your hearing aids automatically turn OFF and start charging when placed in the charger. The hearing aid LED light turns **ORANGE**.

#### IMPORTANT NOTICE

If applicable, ensure that your charger is powered or that the charger's built-in battery is charged when the hearing aid is seated in the charging port. For more information, see your charger's instructions for use.

## Using the push-button - MNB T R only

Your hearing aids can be turned ON/OFF using the push-button.



### To turn ON

Press and hold the push-button for approximately two seconds until the hearing aid LED light turns **GREEN**. Release the push-button and wait until the hearing aid LED light blinks **GREEN** twice. The hearing aid is now turned ON.

### To turn OFF

Press and hold the push-button for approximately three seconds until the hearing aid LED light turns **ORANGE**. The hearing aid plays four descending tones. Release the push-button and the hearing aid is turned OFF.

For information regarding tones, see the **Sound and LED light indicators** section.

## Using the battery drawer - MNB T only

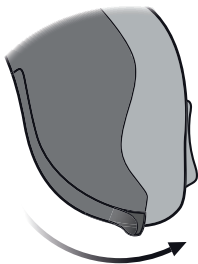
The battery drawer is used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it. If you wish to return to the standard settings of the hearing aid, simply open and close the battery drawer (quick reset).

### LED light

Three green blinks indicate that the hearing aid is turned on.

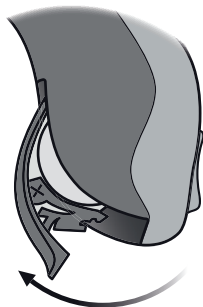
#### Turn ON

Close the battery drawer with the battery in place



#### Turn OFF

Open the battery drawer




## Low battery indication

Just before the battery runs out completely, you hear four descending tones. To extend battery performance, ensure you stop any audio streaming.

□MNB T R: When the battery is running low, you hear three alternate beeps. This gives you approximately two hours before the hearing aid runs out of battery. At this point, you may continue to stream audio for approximately one hour.

□MNB T: When the battery is running low, you hear three alternate beeps. This gives you approximately 15 minutes before the hearing aid runs out of battery. At this point, Bluetooth® connectivity is turned OFF.

 **Three alternate beeps**  
= The battery is running low.

 **Four descending tones**  
= The battery has run out.

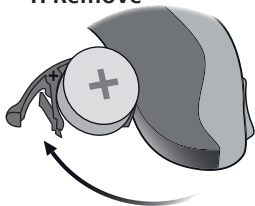
### LED light

Continuous **ORANGE** blinks indicate low battery.

# How to replace the battery (size 312)

(MNB T only)

## 1. Remove



Fully open the battery drawer. Remove the battery.

## 2. Uncover

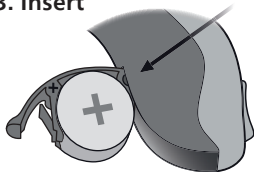


Remove the sticky label from the + side of the new battery.

Tip:

Wait 2 minutes so that the battery can draw air, to ensure optimal functioning.

## 3. Insert

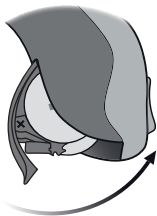


Insert the new battery into the battery drawer. Insert it from above, NOT from the side.

Make sure the + side is facing up.



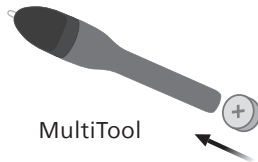
#### 4. Close



Close the battery drawer. The hearing aid will play a jingle through the eartube.

Hold the eartube close to your ear to hear the jingle.

#### Tip



The MultiTool can be used to change the battery. Use the magnetic end to remove and insert batteries.

The MultiTool is provided by your hearing care professional.

## Put on the hearing aid with sound hook

Read the following page if you have a hearing aid with a sound hook and mould.



The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

### Step 1



Gently pull your ear outwards and press the mould in the direction of the ear canal, twisting it slightly.

### Step 2

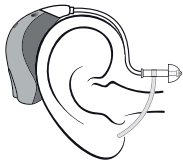


Place the hearing aid behind your ear.

## Put on hearing aid with thin tube

Read the following page if your hearing aid has a thin tube.

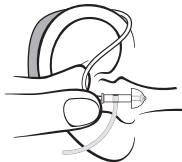
### Step 1



Place the hearing aid behind your ear.

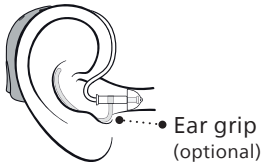
The thin tube should only be used with an attached earpiece. Use only parts designed for your hearing aid.

### Step 2



Hold the bend of the tube between your thumb and index finger. The earpiece should point towards the ear canal opening.

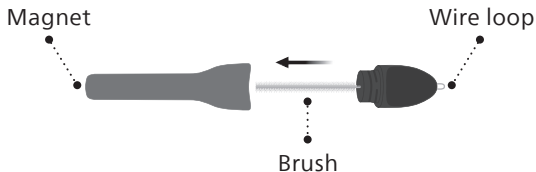
### Step 3



Gently push the earpiece into your ear canal until the thin tube sits close to your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

## Cleaning

The MultiTool contains a brush and wire loop for cleaning and removing earwax. If you need a new MultiTool, please contact your hearing care professional.



### IMPORTANT NOTICE

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically sensitive devices.

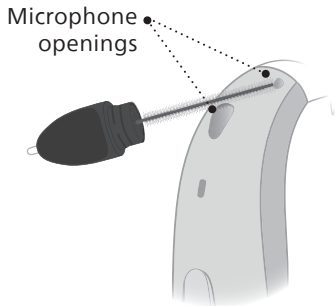
## Clean the hearing aid

When handling the hearing aid, hold it over a soft surface to avoid damage in case you drop it.

### Clean the microphone openings

Use the brush of the MultiTool to carefully brush debris away from the openings. Carefully brush the surface around the opening.

Make sure that no parts of the MultiTool are squeezed into the microphone openings by force. This may destroy the hearing aid.



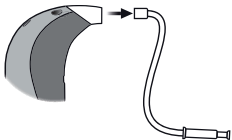
### IMPORTANT NOTICE

To clean the hearing aids, use a soft, dry cloth. The hearing aids must never be washed or immersed in water or other liquids.

## Clean the thin tube

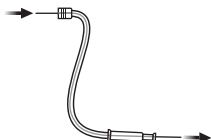
The thin tube should be cleaned to keep it clear of moisture and wax. If not cleaned, it may become blocked with wax, which stops sound from coming out.

### Step 1



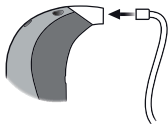
Pull the thin tube out of the hearing aid and remove the earpiece.

### Step 2



Push the cleaning tool all the way through the thin tube.

### Step 3

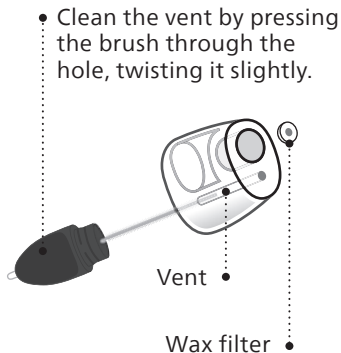


Reconnect the thin tube to the hearing aid.

## Clean customised earpieces

The earpiece should be cleaned regularly. The earpiece has a white wax filter\* that keeps wax and debris from damaging the hearing aid.

Replace the filter when clogged, or if the sound is not normal, or contact your hearing care professional.



### IMPORTANT NOTICE

Ensure you always use the same type of wax filter as was originally supplied with the hearing aids. If you are in doubt about the use or replacement of wax filters, contact your hearing care professional.

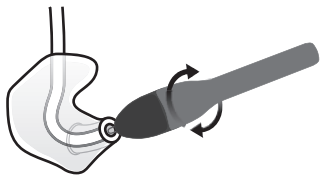
\* VarioTherm Micro mould does not have a wax filter

## Care for the mould

The mould should be cleaned regularly. Use a soft cloth to clean its surface. Use the MultiTool wire loop to clean the opening.

## Replace the tube

The tubing between the mould and the hearing aid should be replaced if it becomes yellow or stiff. Consult your hearing care professional about this.





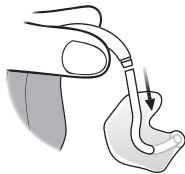
## Wash the mould

### Step 1



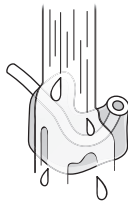
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aid.

### Step 2



Disconnect the tube and mould from the hook. Hold the hook firmly when pulling it off the tube. Otherwise the hearing aid may be damaged.

### Step 3

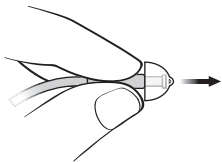


Wash the mould and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.

## Replace standard earpieces

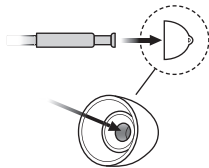
The standard earpiece (dome or Grip Tip) should not be cleaned. If the earpiece is filled with wax, replace it with a new one. Grip Tips should be replaced at least once a month.

### Step 1



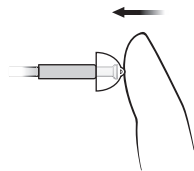
Hold on to the end of the thin tube and then pull off the earpiece.

### Step 2



Insert the thin tube exactly into the middle of the earpiece to obtain a secure attachment.

### Step 3



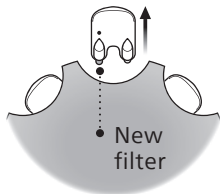
Push firmly to ensure that the earpiece is fastened securely.

**IMPORTANT NOTICE**

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

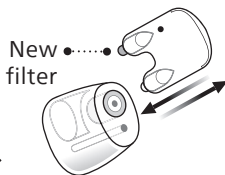
# Replace ProWax filter

## 1. Tool



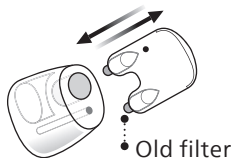
Remove the tool from the shell. The tool has two pins: One empty for removal and one with the new wax filter.

## 2. Remove



Push the empty pin into the wax filter in the earpiece. Pull out the wax filter.

## 3. Insert



Insert the new wax filter using the other pin. Remove the tool, and throw it out.

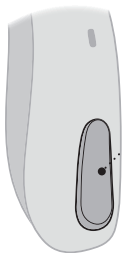
### IMPORTANT NOTICE

Ensure you always use the same type of wax filter as originally supplied with the hearing aid. If you are in doubt about the use or replacement of wax filters, contact your hearing care professional.

## Change program

Your hearing aid can have up to four different programs. These are programmed by your hearing care professional. You will hear one to four tones when you change program depending on the program.

See the **Sound and LED indicators** section.



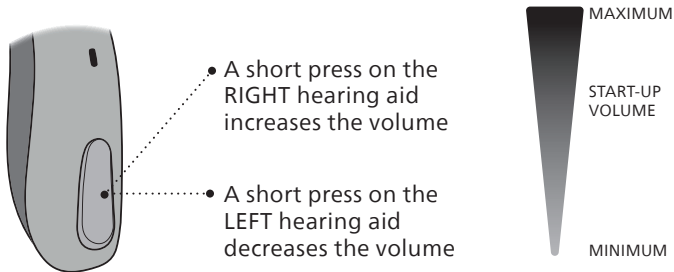
- Press the push-button to switch between programs.

If you have two hearing aids, the **RIGHT** hearing aid switches one program forward, for example program 1 to 2, and the **LEFT** hearing aid switches one program backward, for example from program 4 to 3.

## Change volume

The push-button allows you to adjust the volume.

When you increase or decrease the volume, you will hear a click.



## Store your hearing aids

(MNB T R only)

When you are not using your hearing aids, the charger is the best place to keep them.

To ensure the longest life of the rechargeable battery in your hearing aids, do not expose them to excessive heat. For example, do not leave your hearing aids in the sun in front of a window or in a car, even if they are in the charger.

### Long-term storage

Before you put away or store your hearing aids for a prolonged period of time (more than 14 days), ensure you first fully charge them, and then turn them OFF. This way the battery can be charged again.

#### **IMPORTANT NOTICE**

Be aware when the ambient temperature is 40°C (104°F), the surface of your hearing aid could reach a permissible temperature just below 43°C (109°F)

#### **Note**

To protect the rechargeable battery, it is necessary that you fully charge the hearing aid every six months. If a stored hearing aid is not charged within a six month period, the rechargeable battery must be replaced.

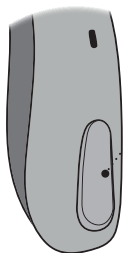
## Flight mode

When Flight mode is activated, Bluetooth® connectivity is turned OFF. However, your hearing aids are still turned ON and functioning. Be aware that pressing the push-button on one hearing aid, activates Flight mode on both hearing aids.

For more information about sounds and lights, see the **Sound and LED light indicators** section.

### LED light

The LED will flash green, orange, orange a few times. This confirms that flight mode is activated.



#### To activate and deactivate

Press the push-button for at least seven seconds. A jingle confirms your action.

Opening and closing the battery drawer will also deactivate Flight mode. (MNB T only)



## Mute your hearing aids

In both MNB T and MNB T R you can mute your hearing aids by using one of the following optional devices/app:

- HearLink app
- AudioClip
- Remote Control

### How to unmute your hearing aids

You can unmute your hearing aids by using one of the optional devices/app or by applying a short press to the push-button on the hearing aids.

### MNB T only

You can also mute your hearing aids by pressing the push-button for four seconds.

#### **IMPORTANT NOTICE**

Do not use the mute function as an OFF button, as the hearing aids are still using battery power in this mode.

## Use your hearing aids with iPhone®, iPad® and iPod®

Philips HearLink are Made for iPhone® hearing aids and allow for direct streaming from your iPhone, iPad or iPod touch.\*

HearLink app can be used to control your hearing aids from your mobile device.\*

For assistance in using your hearing aids with any of these products, contact your hearing care professional.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple products identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that use of this Accessory with iPod, iPhone, or iPad may affect wireless performance.

\*For a list of compatible iPhone, iPad, iPod touch and Android devices, visit: [hearingsolutions.philips.com/compatibility](https://hearingsolutions.philips.com/compatibility)

## **Use your hearing aids with Android™ devices**

Philips HearLink supports Audio Streaming for Hearing Aids (ASHA) and allows for direct streaming from selected Android™ devices.\*

HearLink app can be used to control your hearing aids from your mobile device.\*

For assistance in using your hearing aids with Android devices, contact your hearing care professional.

## Pairing and compatibility

For instructions on how to pair your hearing aids with iPhone, iPad, iPod touch or Android devices, visit:

[hearingsolutions.philips.com/support/how-to-faq/](https://hearingsolutions.philips.com/support/how-to-faq/)

For a list of compatible iPhone, iPad, iPod touch and Android devices, visit:

[hearingsolutions.philips.com/compatibility](https://hearingsolutions.philips.com/compatibility)

## Wireless accessories and other options

There are a range of accessories available as an enhancement to your wireless hearing aids. These enable you to hear and communicate better in everyday situations.

### **AudioClip**

A device that can be used as remote microphone and hands-free headset when paired to your mobile phone.

### **Remote Control**

A device that lets you change program, adjust volume, or mute your hearing aids.

### **TV Adapter**

A device that streams sound from a TV or electronic audio device, to your hearing aids.

## HearLink app

An application that lets you control your hearing aid from your mobile phone or tablet. For iPhone, iPad, iPod touch, and Android devices. Ensure that you only download the app from the official app stores.

## Telecoil

Telecoil can help you hear better when using a phone with a built-in loop or when in buildings with teleloop systems such as theatres, places of worship, or lecture rooms. This symbol is shown wherever a teleloop has been installed.



Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play, and the Google Play logo are trademarks of Google LLC.



## General Warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your hearing aids.

Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aids during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Note that hearing aids do not restore normal hearing and do not prevent or improve a hearing impairment resulting from organic conditions. Hearing aids are only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading. Furthermore, note that in most cases, infrequent use of hearing aids does not permit a user to attain full benefit from it.

Only charge the hearing aids with a designated charger. Other chargers risk destroying the hearing aids and batteries.

### **Usage of hearing aids**

Hearing aids should only be used as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.

Never allow others to wear your hearing aid, as incorrect usage could cause permanent damage to their hearing.

### **Choking hazards and risk of swallowing batteries and other small parts**

Hearing aids, their parts and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.

Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.



*If a battery, hearing aid or small part is swallowed, see a doctor immediately.*

### **Battery use (MNB T only)**

Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.

Never attempt to recharge your batteries and never dispose of batteries by burning them. There is a risk that the batteries will explode.

### **Explosives (MNB T R only)**

The hearing aid is safe to use under normal usage conditions. The hearing aid has not been tested for compliance with international standards concerning explosive environments.

Therefore, do not use the hearing aid in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anaesthetics are handled.

### **Fatality hazards and risk of swallowing lithium-ion batteries or placing them in the ear or nose (MNB T R only)**

Never swallow lithium-ion batteries nor place them in the ear or the nose, as this may lead to serious injury or death in as little as two hours. This can be due to chemical burns, which can permanently damage the nose or ear or potentially lead to perforation of the inner organs. If a lithium-ion battery is swallowed or placed in the ear or nose, seek emergency medical treatment immediately. Keep the batteries in the original packaging until use. Dispose of used batteries immediately.

Continues on next page

## General Warnings

### **Rechargeable battery (MNB T R only)**

Do not attempt to open the hearing aid, as it may damage the battery. Never attempt to replace the battery. If battery replacement is needed, please return your device to your hearing care professional. The service guarantee is void if there are signs of tampering.

In case of battery leakage do not wear your hearing aid, as it may cause skin irritation due to acids coming from the leaking battery. If your skin has been in contact with the leaked battery acids, use a wet cloth to wipe it off and ensure no acid is left on your skin. If you experience skin irritation, consult your doctor. For further handling instructions of your hearing instrument consult your hearing care professional. The safety of recharging batteries using a USB connector is determined by the external signal source.

When connected to external equipment plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

### **Dysfunction**

Be aware of the possibility that your hearing aids may stop working without notice. Keep this in mind when you depend on warning sounds (e.g. when you are in traffic). The hearing aids may stop functioning for instance if the batteries have expired or if the tubing is blocked by moisture or earwax.

### **Active implants**

The hearing aid has been thoroughly tested and characterised for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body.

The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

If you have an active brain implant, contact the manufacturer of your implantable device for information about the risk of disturbance.

The Autophone magnet and MultiTool (which has a built-in magnet) should be kept more than 30 centimetres (1 foot) away from the implant, e.g. do not carry it in your breast pocket.

Follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers regarding their use with magnets.

### **Cochlear implants**

If you are using a cochlear implant (CI) on one ear and a hearing aid on the other ear, make sure to always keep your CI at least at a 1 centimetre (0.4 inches) distance from your hearing aid. The magnetic field from CI sound processors, coils and magnets may permanently damage the speaker unit in your hearing aid. Never place the devices close together on a table e.g. when cleaning or changing batteries. Do not carry the CI and the hearing aid together in the same box.

### **X-ray/CT/MR/PET scanning, electrotherapy and surgery**

Remove your hearing aid before X-ray examinations and CT/MR/PET scans, electrotherapy, surgery, etc. as your hearing aid may be damaged when exposed to strong electromagnetic fields.

Continues on next page

## General Warnings

### **Heat and chemicals**

The hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun.

The hearing aid must not be dried in microwave ovens or other ovens.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

### **Possible side effects**

Hearing aids, moulds or domes may cause an accelerated accumulation of earwax.

The non-allergenic materials used in hearing aids may, in rare cases cause a skin irritation or other side effects.

*If these conditions occur, seek consultation with a physician.*

### **Use on aircraft**

Your hearing aids have Bluetooth wireless technology. On board an aircraft, the hearing aids must be put into Flight mode to deactivate Bluetooth, unless Bluetooth is permitted by the flight personnel.

### **Connection to external equipment**

The safety of the hearing aids, when connected to external equipment (with an auxiliary input cable and/or USB cable and/or directly), is determined by the external signal source. When the hearing aids are connected to external equipment which is plugged into a power socket, this equipment must comply with IEC 62368-1 or equivalent safety standards.

### **Use of third-party accessories**

Only use accessories, transducers, or cables supplied by the manufacturer. Non-original accessories may result in reduced electromagnetic compatibility (EMC) of your device.

### **Modification of hearing aids is not allowed**

Changes or modifications not expressly approved by the manufacturer will void the warranty of the equipment.

### **Interference**

The hearing aids have been thoroughly tested for interference according to the most stringent international standards.

Electromagnetic interference may occur in the vicinity of equipment with the symbol to the left. Portable and mobile RF (radio frequency) communications equipment can affect the performance of your hearing aids. If your hearing aids are affected by electromagnetic interference, move away from the source to reduce the interference.

### **Detached earpiece in ear canal**

If the earpiece is not on the tube when removed from the ear, the earpiece may still be in the ear canal. For further instructions, consult your hearing care professional.

# Troubleshooting

Symptom	Possible causes
<b>No sound</b>	Hearing aid is out of power
	Dead battery
	Clogged earpieces (dome, Grip Tip, mould or Micro mould)
	Hearing aid microphone muted
<b>Intermittent or reduced sound</b>	Clogged sound outlet
	Moisture
<b>Squealing noise</b>	Hearing aid earpiece inserted incorrectly
	Earwax accumulated in ear canal
	Ear has grown
<b>Beeping</b>	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
<b>Pairing issue with smartphone</b>	Bluetooth connection failed
	Only one hearing aid paired

## Solutions

Charge the hearing aid (**MNB T R only**) / Replace the battery (**MNB T only**)

Contact your hearing care professional (**MNB T R only**) / Replace the battery (**MNB T only**)

Clean mould or Micro mould or replace wax filter

Replace dome, or GripTip

Unmute the hearing aid microphone

Clean mould or Micro mould, replace wax filter or change dome or GripTip

Wipe battery with a dry cloth (**MNB T only**)

Re-insert the earpiece

Have ear canal examined by your doctor

Contact your hearing care professional

Contact your hearing care professional

- 1) Unpair your hearing aid.
- 2) On your phone, turn Bluetooth OFF and ON again.
- 3) Open and close battery drawer on hearing aid (**MNB T only**) or  
Turn the hearing aid OFF and then turn it back ON (**MNB T R only**)
- 4) Pair your hearing aid again (For guidance,  
visit: [hearingsolutions.philips.com/support/how-to-faq/](https://hearingsolutions.philips.com/support/how-to-faq/))

If none of the above solutions work, consult your hearing care professional.

# Troubleshooting

**MNB T R only** — To troubleshoot the charger, see your charger's instructions for use.

Symptom	Possible causes
<b>The hearing aid LED light remains turned OFF when the hearing aid is placed in the charger</b>	The charger is not turned ON
	The hearing aid or charger's temperature is either too warm or too cold
	Charging is incomplete. The charger has stopped charging to protect the battery.
	The hearing aid is incorrectly seated in the charger
<b>The hearing aid LED light blinks GREEN when the hearing aid is placed in the charger</b>	Hearing aid has not been in use for a prolonged period of time
<b>The hearing aid LED light blinks ORANGE when the hearing aid is placed in the charger</b>	System error



## Solutions

Verify that the charger's power plug is correctly connected or the power bank has enough battery

Move the charger and hearing aid to a location with a temperature between +5°C and +40°C (+41°F and +104°F)

Reinsert the hearing aid into the charger. This completes the charging within approximately 15 minutes.

Check the charging ports for foreign objects

Depending on how depleted the battery in the hearing aid is, the hearing aid automatically resumes normal charging mode after a timeframe of up to 10 minutes. Ensure you leave the hearing aids in the charger during this process.

Contact your hearing care professional

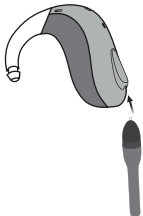
### Note

If none of the above solutions work, consult your hearing care professional.

## Find Product Information

Information about your hearing aids, including the serial number, CE label and production date is located behind the push-button on your hearing aids. To open the push-button you need to use either the MultiTool that came with your hearing aids or another suitably pointed tool.

### Insert tool



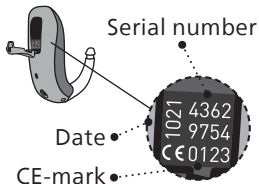
Insert tool into hole at the bottom of the push-button.

### Open push-button



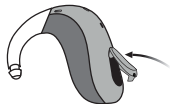
Press the tool into the hole and pull back to open the button door. Ensure you hold the MultiTool as illustrated to avoid damaging it.

### Read information



Hold the instrument upside down to read the information.

## Close push-button



Push the button back into place. You will hear a click when the push-button is closed correctly.

### **IMPORTANT NOTICE**

Your hearing care professional can also provide you with the serial number marked on your hearing aids.

Use an appropriate tool to open the push-button to avoid damaging your hearing aids.

## Water and dust resistant (IP68)

Your hearing aid is dust tight and protected against ingress of water, which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in the rain.

### **MNB T only**

Should your hearing aid come into contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water
2. Open the battery drawer, remove the battery, and gently wipe off any water in the battery drawer
3. Let the hearing aid dry with the battery drawer left open for approximately 30 minutes
4. Insert a new battery

### **IMPORTANT NOTICE**

Do not wear your hearing aid while showering or participating in water activities. Do not immerse your hearing aid in water or other liquids.

# Conditions of use

(MNB T only)

<b>Operating conditions</b>	Temperature: +1°C to +40°C (34°F to 104°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa
<b>Transportation and storage conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:  <b>Transportation:</b> Temperature: -25°C to + 60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa <b>Storage:</b> Temperature: -25°C to + 60°C (-13°F to 140°F) Humidity: 5 to 93% relative humidity, noncondensing Atmospheric pressure: 700 hPa to 1060 hPa

## Conditions of use

(MNB T R only)

<b>Operating conditions</b>	Temperature: +5°C to +40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
<b>Charging conditions</b>	Temperature: +5°C to +40°C (41°F to 104°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
<b>Transportation and storage conditions</b>	Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:  <b>Transportation:</b> Temperature: -20°C to +60°C (-4°F to 140°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa <b>Storage:</b> Temperature: -20°C to +30°C (-4°F to 86°F) Humidity: 5% to 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

### Note

For more information about the charger's conditions of use, see your charger's instructions for use.

## Technical information

The hearing aids contain the following two radio technologies:

The hearing aids contain a radio transceiver using short-range magnetic induction technology operating at 3.84 MHz. The magnetic field strength of the transmitter is very weak and always below 15 nW (typically below  $-40 \text{ dB}\mu\text{A/m}$  at a distance of 10 metres ( $-12.20 \text{ dB}\mu\text{A/ft}$ ) at a distance of 33 feet).

The hearing aids also contain a radio transceiver using Bluetooth Low Energy technology and a proprietary, short-range radio technology both operating at ISM band 2.4 GHz.

The radio transmitter is weak and always below 9 mW equal to 9.6 dBm in total radiated power.

Only use your hearing aids in areas where wireless transmission is permitted.

The hearing aids comply with international standards concerning radio transmitters, electromagnetic compatibility, and human exposure.

Due to the limited space available on the hearing aid, relevant approval markings can be found in this booklet.

Additional information can be found in the **Specification Guide** on [hearingsolutions.philips.com](https://hearingsolutions.philips.com)

The manufacturer declares that this hearing aid is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

This medical device complies with Medical Device Regulation (EU) 2017/745.

Declaration of Conformity is available at the headquarters.

SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
[www.hearingsolutions.philips.com/doc](http://www.hearingsolutions.philips.com/doc)

CE 0123



SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark



Waste from electronic equipment must be handled according to local regulations.



 **Bluetooth®**

**IP68**



## Description of symbols and abbreviations used in this booklet



### Warnings

Text marked with a warning symbol must be read before using the device.



### Manufacturer

The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Regulation 2017/745.



### CE mark

The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.



### Electronic waste (WEEE)

Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).



### Regulatory Compliance Mark (RCM)

The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand markets.

IP68







### IP code

Class of protection against harmful ingress of water and particulate matter according to EN 60529. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.



### Bluetooth logo

Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

	<b>Made for Apple badges</b> The device is compatible with iPhone, iPad and iPod touch.
	<b>Android badge</b> Indicates that the device is compatible with Android.
	<b>Hearing loop</b> This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.
	<b>Radio Frequency (RF) transmitter</b> Your hearing aid contains an RF transmitter.
<b>GTIN</b>	<b>Global Trade Item Number</b> A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware (FW). GTIN on regulatory packaging label is related to medical device hardware.
	<b>FW</b> Firmware version used in the device.
	<b>CTN</b> Commercial Trade Number

## REACH Declaration

REACH requires Philips Hearing Solutions to provide chemical content information for Substances of Very High Concern (SVHC) if they are present above 0.1% of the article weight. Recent information can be found on the website [hearingsolutions.philips.com/REACH](https://hearingsolutions.philips.com/REACH).

## Description of additional symbols used on labels



### **Keep dry**

Indicates a medical device that needs to be protected from moisture.



### **Caution symbol**

Follow the instructions for use for warnings and cautions.



### **Catalogue number**

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



### **Serial number**

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



### **Medical Device**

The device is a medical device.



Li-ion

### **Battery recycling symbol**

Li-ion battery recycling symbol.



### **Temperature limit**

Indicates the temperature limits to which the medical device can be safely exposed.



### **Humidity limitation**

Indicates the range of humidity to which the medical device can be safely exposed.



### **Radio Frequency Identification**

Indicates the presence of a passive radio-frequency identification tag incorporated into the device for manufacturing and service purposes.

## International warranty

Your device is covered by an international warranty issued by the manufacturer. This international warranty covers manufacturing and material defects in the device itself, but not in accessories such as batteries, tubing, speakers, earpieces and filters, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, physical changes in your ear, damage due to foreign objects entering the device, or incorrect adjustments are NOT covered by the international warranty and may void it. The above international warranty does not affect any legal rights that you might have under applicable national legislation governing the sale of consumer goods in the country where you have bought your device. Your hearing

care professional may also have issued a warranty that goes beyond the clauses of this international warranty. Please consult him/her for further information.

### **If you need service**

Take your device to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional may charge a fee for their services.

# Warranty

## Certificate

Name of owner: \_\_\_\_\_

Hearing care professional: \_\_\_\_\_

Hearing care professional's address: \_\_\_\_\_

Hearing care professional's phone: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Warranty period: \_\_\_\_\_ Month: \_\_\_\_\_

Model left: \_\_\_\_\_ Serial no.: \_\_\_\_\_

Model right: \_\_\_\_\_ Serial no.: \_\_\_\_\_

# Your individual hearing aid settings





General settings overview for your hearing aid					
Left			Right		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Change volume	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Change program	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute (MNB T only)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Volume control indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at min/max volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at start-up volume	<input type="checkbox"/> On	<input type="checkbox"/> Off	
Battery indicators					
<input type="checkbox"/> On	<input type="checkbox"/> Off	Low battery warning	<input type="checkbox"/> On	<input type="checkbox"/> Off	

To be filled out by your hearing care professional.

## Sound and LED light indicators

Different sounds and LED lights indicate the hearing aid status.  
The different indicators are listed on the following pages.










Your hearing care professional can set sound and LED indicators to match your preferences.

Program	<input type="checkbox"/> Sound	<input type="checkbox"/> LED*	When to use
1	1 tone		
2	2 tones		
3	3 tones		
4	4 tones		

 Short GREEN blink










\*LED continuous or repeated three times with small pauses

Continues on next page

ON/OFF	Sound	LED light	LED light comments
ON	<input type="checkbox"/> Jingle	<input type="checkbox"/>   	Shown once
OFF (MNB T R only)	<input type="checkbox"/> 4 descending tones	<input type="checkbox"/> 	
Volume	Sound	LED light	
Start-up volume	<input type="checkbox"/> 2 beeps	<input type="checkbox"/> 	
Minimum/maximum volume	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	
Volume up/down	<input type="checkbox"/> 1 beep	<input type="checkbox"/> 	
Mute		<input type="checkbox"/>  	Continuous or repeated three times

 Long GREEN blink
  Short GREEN blink
  Long ORANGE blink
  Short ORANGE blink



















Accessories	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	LED comments
Wireless programs <sup>1)</sup>	2 different tones	 	Continuous or repeated three times
Wireless programs <sup>2)</sup>	2 different tones	 	
<b>Flight mode</b>	<b>Sound</b>	<input type="checkbox"/> <b>LED</b>	
Flight mode active	Short jingle	  	
Flight mode inactive	Short jingle	  <sup>3)</sup>	

 Long GREEN blink  
  GREEN blink  
  ORANGE blink

- 1) Hearing aid microphone, TV Adapter  
 2) AudioClip remote microphone  
 3) Only available when three-time repetition is selected

Continues on next page

Warnings	Sound	LED	LED comments
Low battery	 3 alternate tones	       	Continuously blinking
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps repeated 4 times	    	Repeated four times
The hearing aid LED light does not turn ON when the hearing aid is placed in the charger <b>(MNB T R only)</b>		Turned OFF	See the <b>Troubleshooting</b> section.

<p>The hearing aid LED light blinks ORANGE when the hearing aid is placed in the charger <b>(MNB T R only)</b></p>			<p>Continuously blinking. See the <b>Troubleshooting</b> section.</p>
<p>The hearing aid LED light blinks GREEN when the hearing aid is placed in the charger <b>(MNB T R only)</b></p>			<p>Continuously blinking. See the <b>Troubleshooting</b> section.</p>

 Short GREEN blink
  Long ORANGE blink
  Short ORANGE blink



Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V. and are used under license. This product has been manufactured by or for and is sold under the responsibility of SBO Hearing A/S, and SBO Hearing A/S is the warrantor in relation to this product.



0000243792000001