

PHILIPS

HearLink

Behind-the-Ear
Hearing Aids

BTE PP



Made for

 iPhone | iPad | iPod

User Guide

Model overview

This booklet is valid for the following power hearing aid families and models:

To be filled out by your hearing care professional.

FW 1.x:

- HearLink 9010 BTE PP – HL 9010 BTE PP
(HEB9010)
GTIN: 05714464002818
- HearLink 7010 BTE PP – HL 7010 BTE PP
(HEB7010)
GTIN: 05714464002801
- HearLink 5010 BTE PP – HL 5010 BTE PP
(HEB5010)
GTIN: 05714464002795
- HearLink 3010 BTE PP – HL 3010 BTE PP
(HEB3010)
GTIN: 05714464003631
- HearLink 2010 BTE PP – HL 2010 BTE PP
(HEB2010)
GTIN: 05714464003648
- HearLink 3000 BTE PP – HL 3000 BTE PP
(HEB3000)
GTIN: 05714464002757
- HearLink 2000 BTE PP – HL 2000 BTE PP
(HEB2000)
GTIN: 05714464002740

with NFMI and 2.4 GHz radio functionality.

Your individual hearing aid settings

Settings overview for your hearing aid

Left			Right	
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Volume Control	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Program Button	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Mute	<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	Clicks when changing volume	<input type="checkbox"/> On	<input type="checkbox"/> Off
<input type="checkbox"/> On	<input type="checkbox"/> Off	Beeps at preferred 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
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Warranty certificate

Name of owner:

Hearing care professional:

Hearing care professional address:

Hearing care professional phone:

Purchase date:

Warranty period:

Month:

Model right:

Serial no.:

Model left:

Serial no.:

International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 24 months from the date of delivery. This limited warranty covers manufacturing and material defects in the hearing aid 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 unauthorized 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 limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Introduction to this booklet

This booklet shows you how to use and maintain your new hearing aid. Please read the booklet carefully including the warning sections. This will help you to get the most out of your new hearing aid.

Your hearing care professional has adjusted the hearing aid to meet your needs. If you have further questions, please contact your hearing care professional.

More information is available on www.hearingsolutions.philips.com.

Intended use

Intended use

The hearing aid is intended to amplify and transmit sound to the ear

Indications for use

Impaired hearing within mild to severe-to-profound hearing loss

Intended user

Adults and children older than 36 months

Use environment

Indoor and outdoor

Contraindications

Users of active implants must pay special attention when using the hearing aid. For more information read the Warnings section.

Clinical benefits

The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life

Important notice

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

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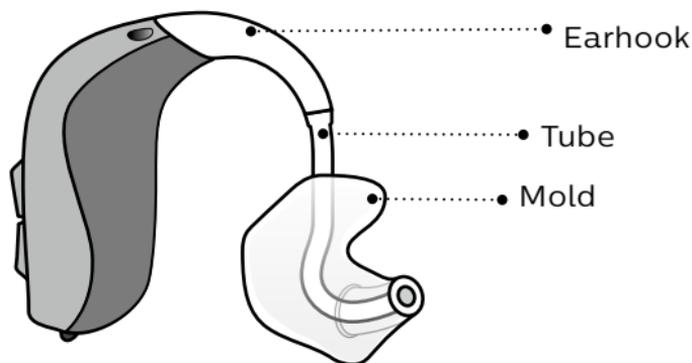
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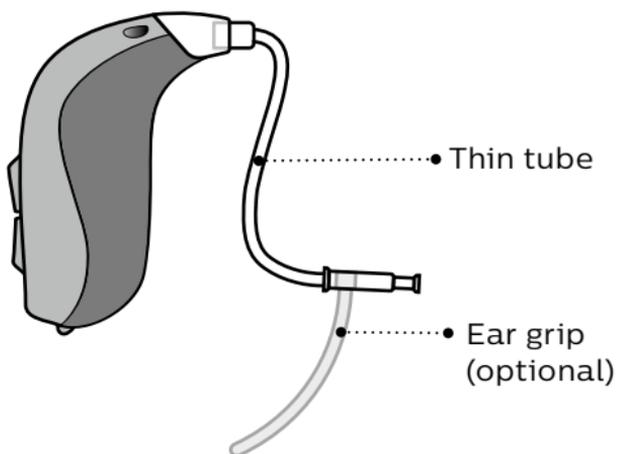
Identify your hearing aid and earpiece

Philips is offering two different attachments and several different earpieces which classify your hearing aid. Please identify your attachment and earpiece. This will make it easier for you to navigate through this booklet.

Earhook with mold



miniFit thin tube



Earpieces

The thin tube uses one of the following earpieces:



Dome (Bass Dome shown)*



Grip Tip*



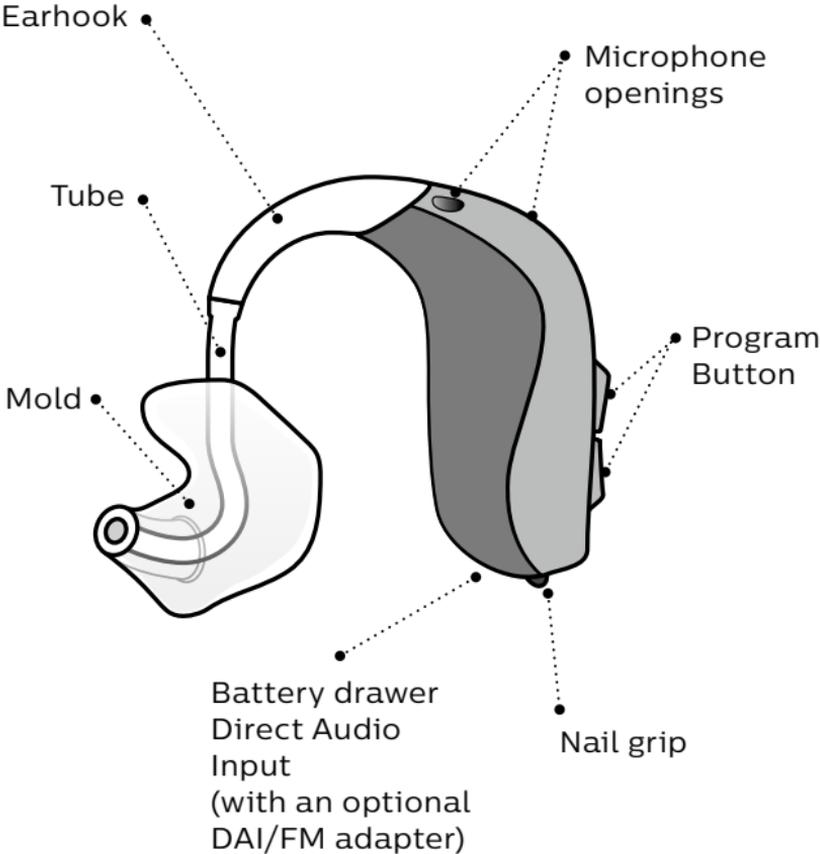
VarioTherm® Micro Mold



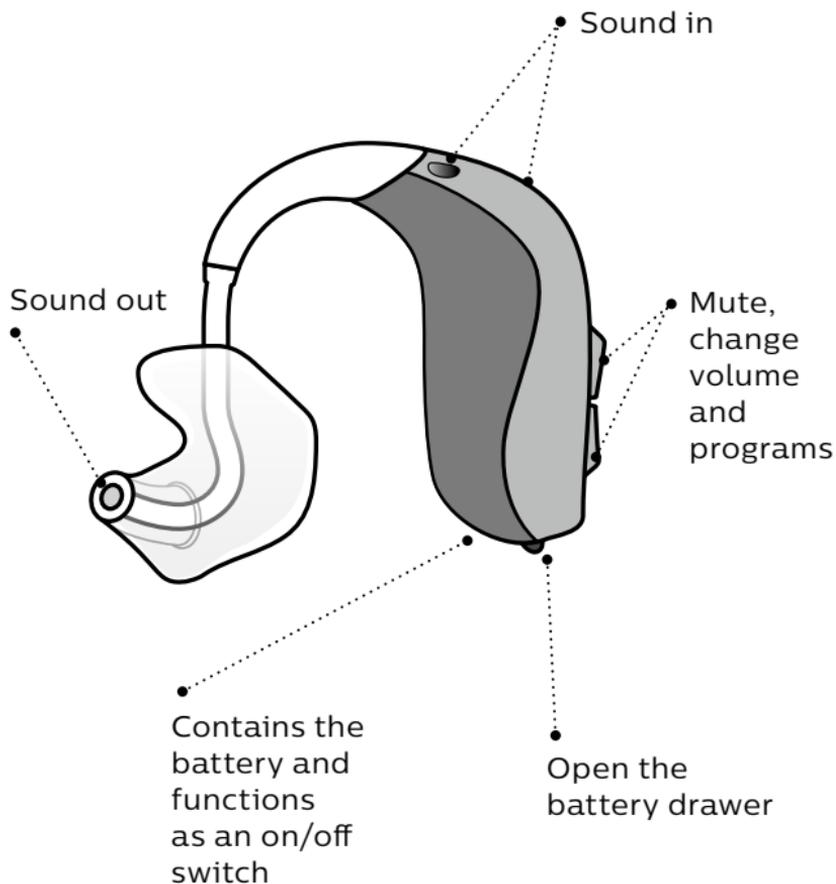
Micro Mold

* Please see details for replacing the dome or Grip Tip in section: "Replace dome or Grip Tip".
VarioTherm® is a registered trademark of Dreve.

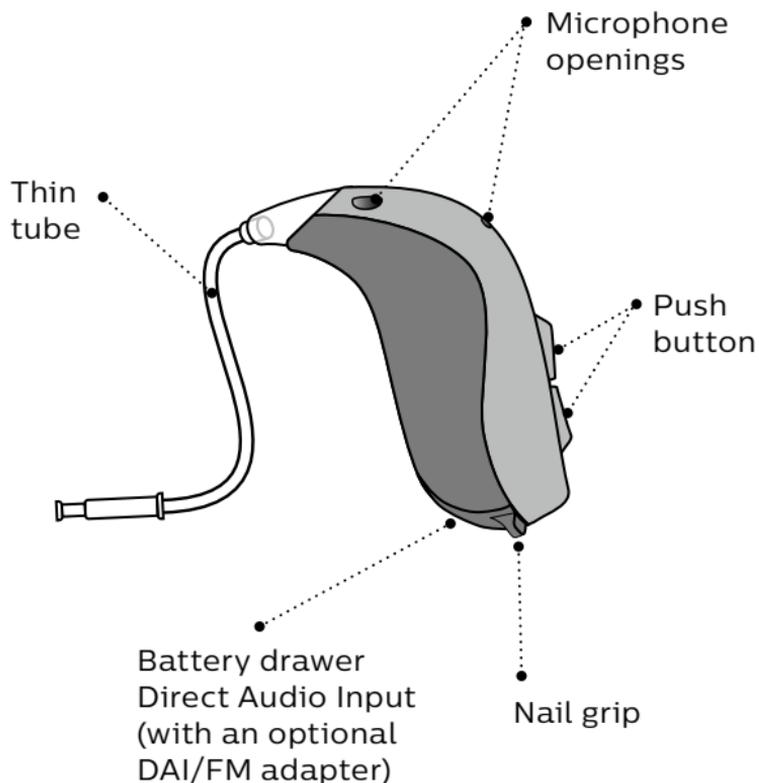
Your hearing aid with earhook and mold – What it is



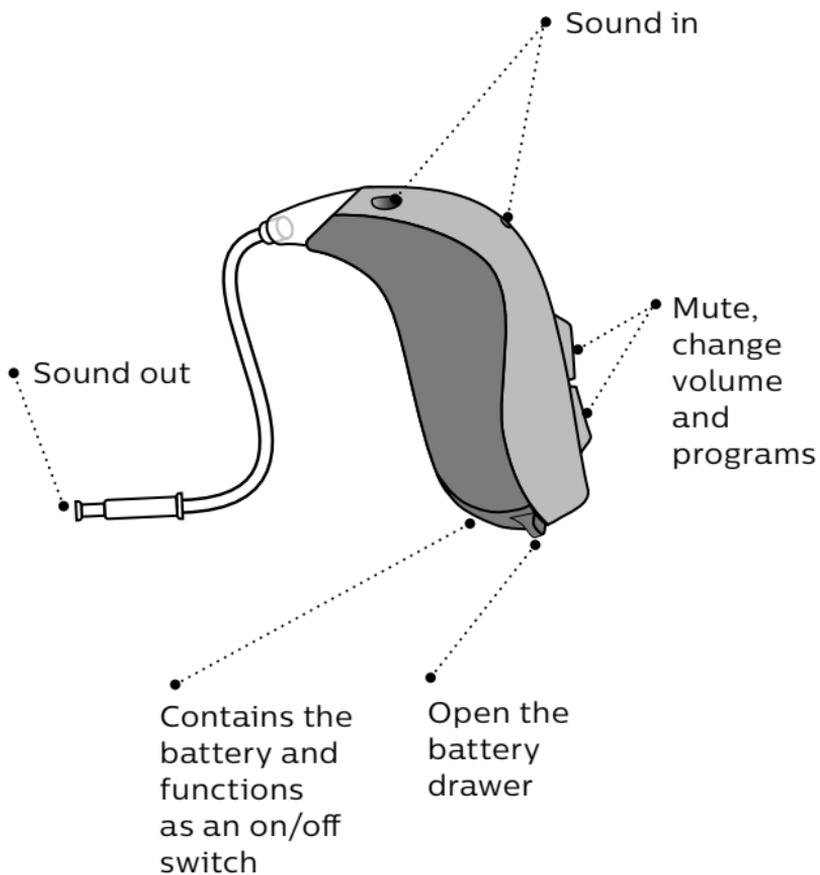
What it does



Your hearing aid with miniFit thin tube – What it is

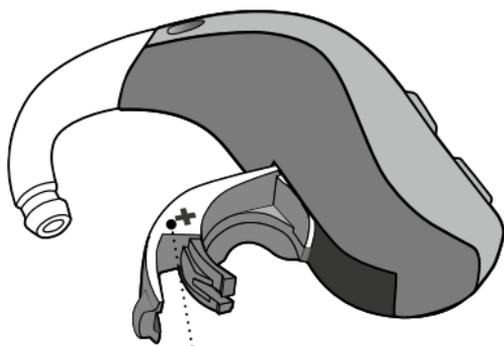


What it does



Identify left and right hearing aid

It is important to distinguish between the left and the right hearing aid as they might be programmed differently. You can find left/right color indicators in the battery drawer. Indicators can also be found on the molds.



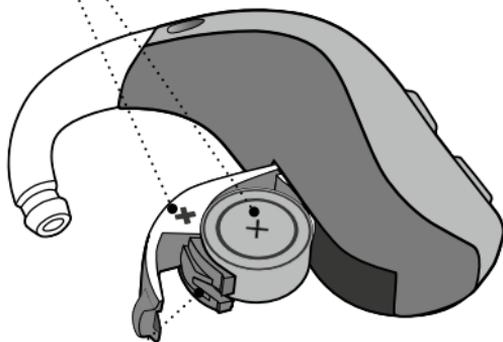
- A **RED** indicator marks the **RIGHT** hearing aid

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

Battery (size 13)

Your hearing aid is a miniature electronic device that runs on special batteries. To activate the hearing aid, you must insert a new battery in the battery drawer. See how in the “Replace the battery” section.

Make sure the plus
is visible

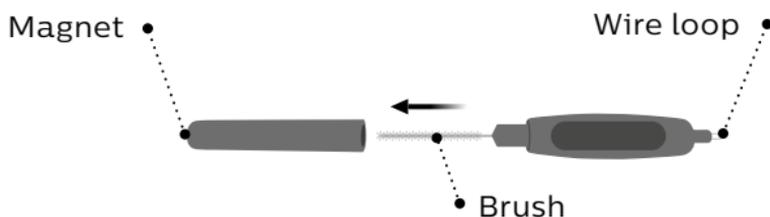


Pull out to open

Battery
drawer

MultiTool for handling batteries and cleaning

The MultiTool contains a magnet which makes it easier to replace the battery in the hearing aid. It also contains a brush and a wire loop for cleaning and removing ear wax from your earpiece. If you need a new MultiTool, please contact your hearing care professional.



Important notice

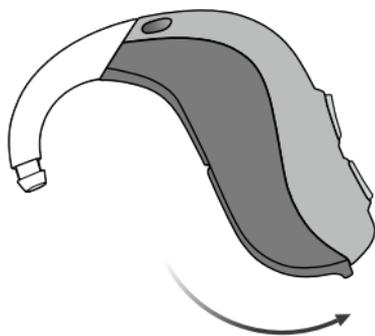
The MultiTool has a built-in magnet. Keep the MultiTool at least 30 cm away from credit cards and other magnetically sensitive devices.

Turn the hearing aid ON and OFF

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.

Turn ON

Close the battery drawer with the battery in place.



Turn OFF

Open the battery drawer.



When to replace a battery

When it is time to replace the battery, you will hear three beeps repeated at moderate intervals until the battery runs out.



Three beeps*

The battery is running low



Four beeps

The battery has run out

Battery tip

To make sure the hearing aid is always working, bring spare batteries with you, or replace the battery before you leave home.

* Bluetooth® will be shut down and is not possible to use wireless accessories.

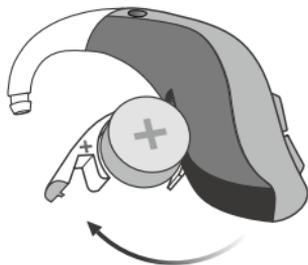
The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Demant A/S is under license. Other trademarks and trade names are those of their respective owners.

Batteries need to be replaced more often if you are streaming audio or music to your hearing aids.

Replace the battery

1. Remove

Fully open the battery drawer. Remove the battery.

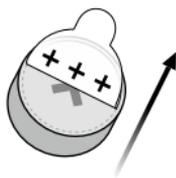


2. Uncover

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

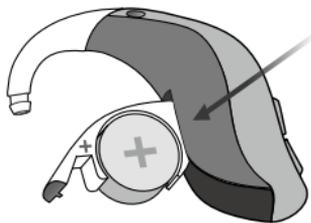
Tip:

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



3. Insert

Insert the new battery into the battery drawer. Make sure the + side faces up.



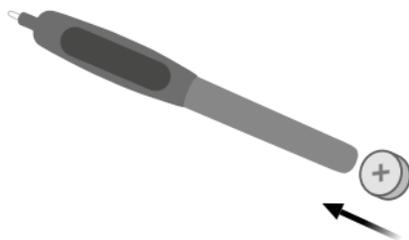
4. Close

Close the battery drawer. The hearing aid will play a jingle through the earpiece. Hold the earpiece close to your ear to hear the jingle.



Tip

The MultiTool can be used for battery change. Use the magnetic end to remove and insert batteries. The MultiTool is provided by your hearing care professional.



Put on the hearing aid with earhook and mold

Read the following pages if you have a hearing aid with an earhook and mold.

The mold is customized for you and fits your ear shape. The molds are unique for the left or the right ear.

Step 1

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



Step 2

Place the hearing aid behind your ear.

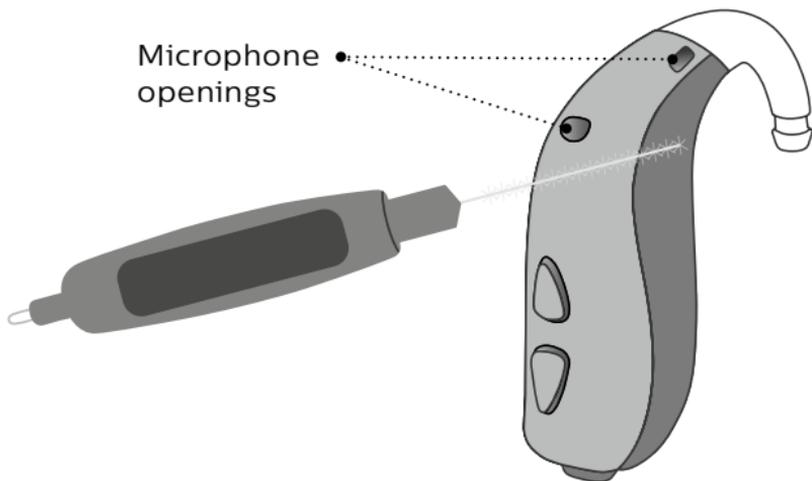


Caring for your hearing aid

When handling your hearing aid, hold it over a soft surface to avoid damage if you drop it.

Clean the microphone openings

Carefully brush away debris from the openings using a clean brush. Gently brush the surface and make sure the brush is not pressed into the openings.



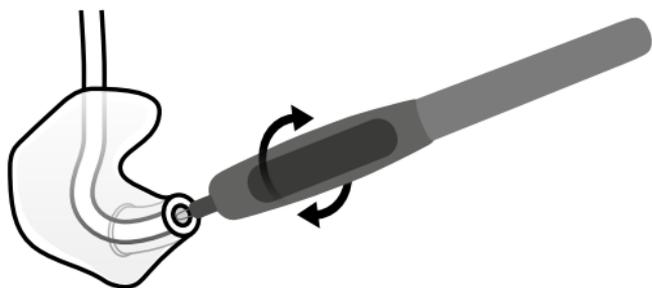
Microphone
openings

Important notice

Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

Clean the mold

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



Replace the tube

The tubing between the mold and the aid should be replaced when it becomes yellow or stiff. Consult your hearing care professional for tubing replacement.

Wash the mold

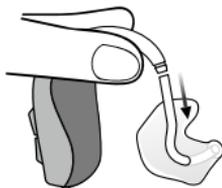
Step 1

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



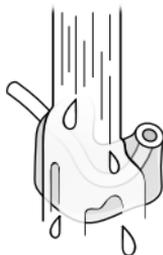
Step 2

Disconnect the tube and mold from the earhook. Hold the earhook firmly, when pulling off the tube. Otherwise the hearing aid may be damaged.



Step 3

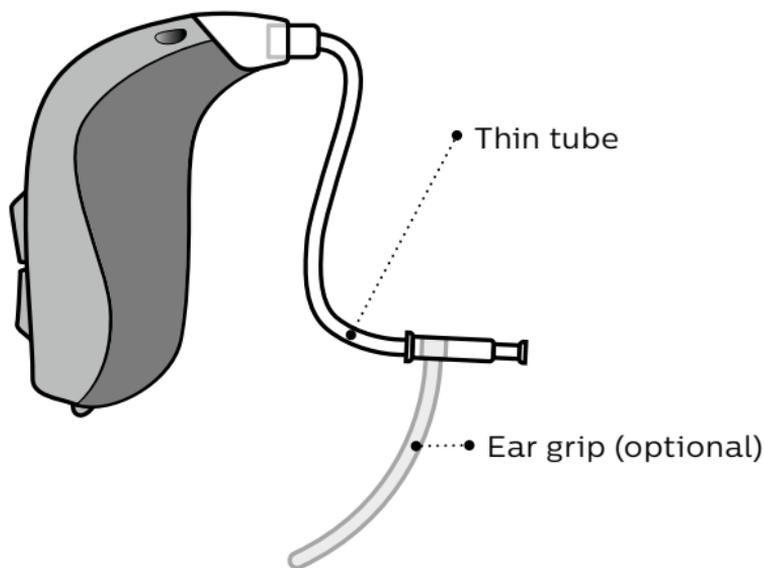
Wash the mold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.



miniFit thin tube

Read the following pages if your hearing aid has a miniFit thin tube with either a dome, Grip Tip or Micro Mold as earpiece.

The miniFit thin tube brings sound into your ear. The thin tube should only be used with an earpiece attached. Use only parts designed for your hearing aid.



Put on the hearing aid with thin tube

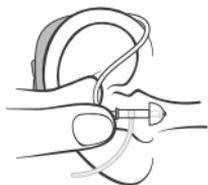
Step 1

Place the hearing aid behind your ear.



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 against the side of your head. If the thin tube has an ear grip, place it in the ear so it follows the contour of the ear.

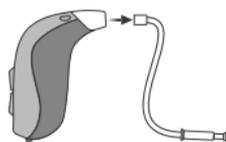


Clean the thin tube

The thin tube should be cleaned to keep it clear from moisture and wax. If not cleaned, it could become blocked with wax which means no sound will be able to come out.

Step 1

Pull the thin tube out of the hearing aid.



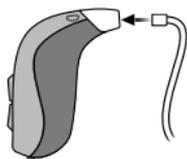
Step 2

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



Step 3

Reconnect the thin tube to the hearing aid.



Standard earpieces for thin tube

There are 4 different types of domes. Both domes and Grip Tip are made of soft rubber material. Identify your earpiece type and size below.



Open Dome



Power Dome



Bass Dome, single vent



Bass Dome, double vent



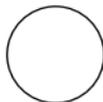
Grip Tip (available in small and large, left and right, with or without vent)



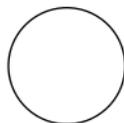
6 mm



8 mm



10 mm



12 mm*

* not for Open Dome

Important notice

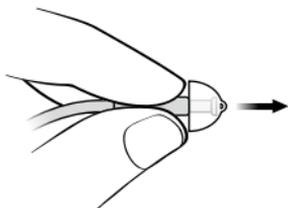
If the earpiece is not on the thin tube when removed from the ear, the earpiece might still be in the ear canal. Consult your hearing care professional for further instructions.

Replace dome or Grip Tip

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

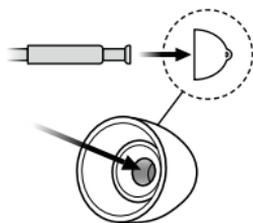
Step 1

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



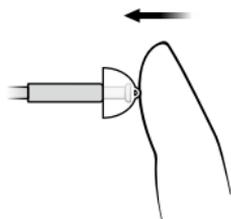
Step 2

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



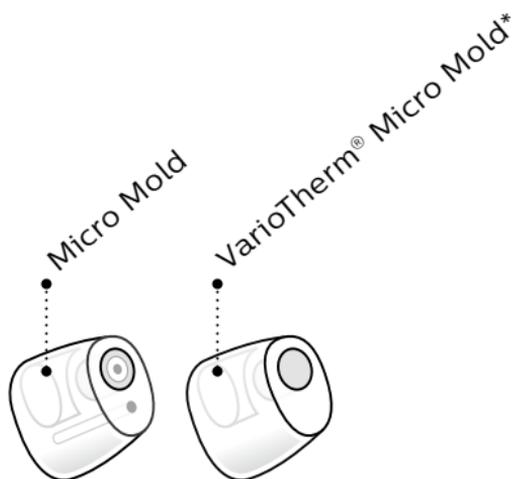
Step 3

Push firmly to ensure that the earpiece is fastened securely.



Customized earpieces for thin tube

Micro Molds are available in two different materials. The earpieces are customized for your ear.



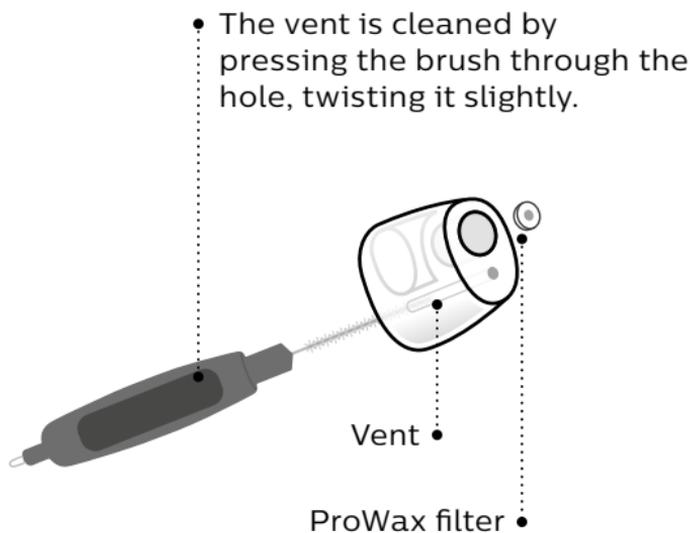
Customized earpieces have a white wax filter attached to the sound opening. ProWax is the filter type to be used with these earpieces. To replace the ProWax filter, see section “Replace ProWax filter”.

* VarioTherm® Micro Mold does not have a wax filter.

Clean Micro Mold

The Micro Mold should be cleaned regularly.

The Micro Mold has a white wax filter that must be replaced when clogged, or if the hearing aid does not sound normal.



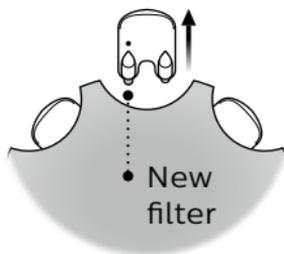
Important notice

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

Replace ProWax filter

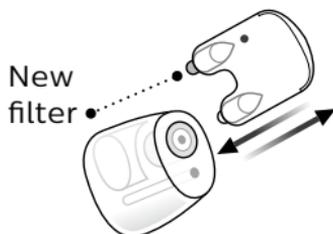
1. Tool

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



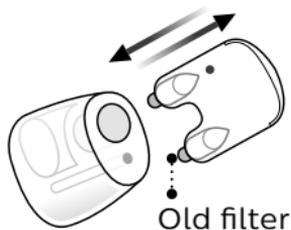
2. Remove

Push the empty pin into the wax filter in the mold and pull it out.



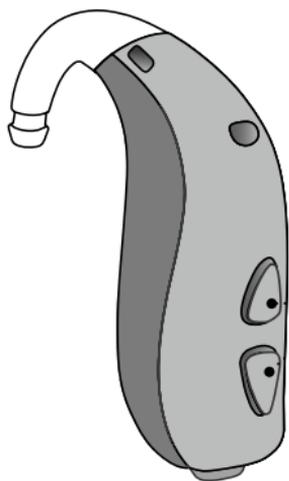
3. Insert

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



Flight mode

When boarding an airplane or entering an area where it is prohibited to radiate radio signals, e.g., during flight, flight mode must be activated. The hearing aid will still be working. It is only necessary to activate flight mode on one hearing aid.



● **To activate and deactivate flight mode**

Press either end of the Program Button for at least 7 seconds. A jingle confirms your action.

Opening and closing the battery drawer will deactivate the flight mode. See section “Quick reset”.

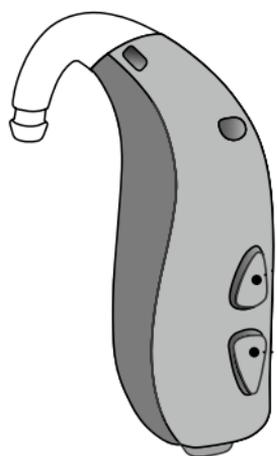
Optional features and accessories

The features and accessories described on the following pages are optional. Please contact your hearing care professional to find out how your hearing aid is programmed. If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

Write down hearing situations where you may need help.

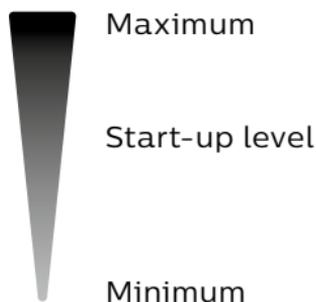
Change volume (optional)

The Program Button allows you to adjust the volume. You will hear a click when you turn the volume up or down.



Give a short press to the button to increase the volume

Give a short press to the button to decrease the volume



You will hear 2 beeps at the start-up level. You will hear 3 beeps at Maximum and Minimum.

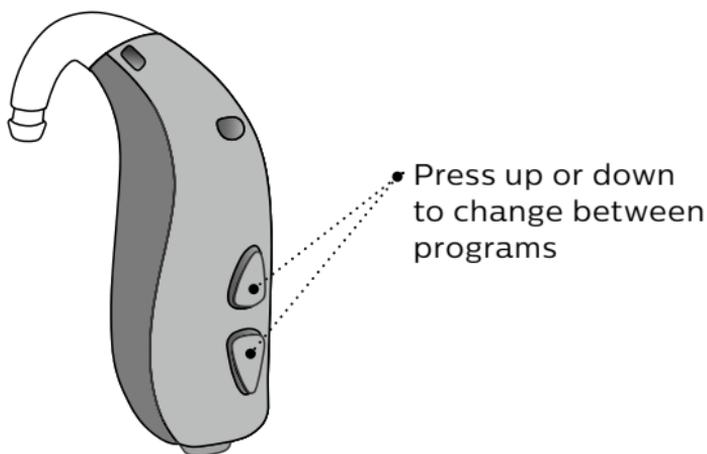
Volume Change

<input type="checkbox"/> Left	<input type="checkbox"/> Right	
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To be filled out by the hearing care professional.

□ Change program (optional)

Your hearing aid can have up to 4 different programs. These are programmed by your hearing care professional.



You can change continuously between programs both up and down in the program order. For example, if you want to go from program 1 to 4, you can press the down button once instead of pressing the up button 3 times.

To be filled out by the hearing care professional

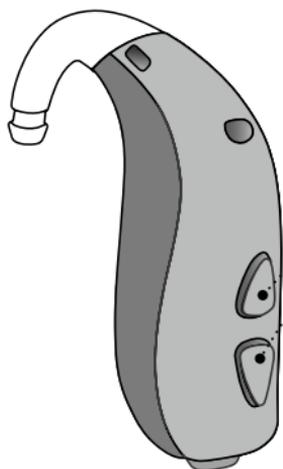
Program	Activation sound	When to use
1		"1 beep"
2		"2 beeps"
3		"3 beeps"
4		"4 beeps"

Program change:

<input type="checkbox"/> Left	<input type="checkbox"/> Right	<input type="checkbox"/> Short press	<input type="checkbox"/> Medium press
-------------------------------	--------------------------------	--------------------------------------	---------------------------------------

□ Mute the hearing aid (optional)

Use the mute function if you need to silence the hearing aid while wearing it.



- Apply a very long press (4 seconds) to either end of the Program Button to mute the hearing aid.

To reactivate, push the Program Button briefly.

Important notice

Do not use the mute function as an off switch, as the hearing aid still draws current from the battery in this mode.

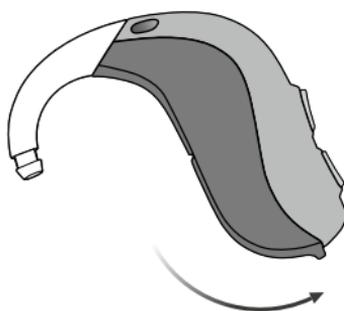
Quick reset

If you wish to return to the standard settings of the hearing aid programmed by your hearing care professional, simply open and then close the battery drawer. A jingle is played when you reset the hearing aid.

Open



Close



Using hearing aid with iPhone, iPad, and iPod touch

Your hearing aid is a Made for iPhone® hearing aid and allows for direct communication and control with an iPhone®, iPad® or iPod® touch.

For assistance in pairing and using these products with your hearing aid, please contact your hearing care professional or visit our support site at:

www.hearingsolutions.philips.com

For information on compatibility, please visit www.hearingsolutions.philips.com/compatibility.

Stream audio with Android™ devices through the Philips AudioClip.

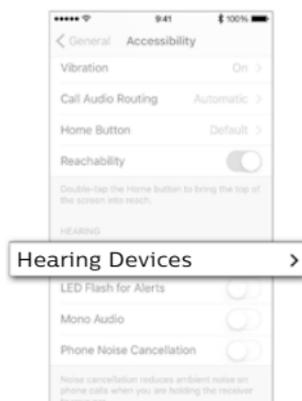
Pairing hearing aid with iPhone

1. Settings



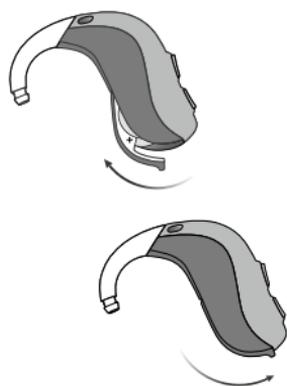
Open your iPhone and go to “Settings”. Make sure Bluetooth® is on. Then choose “Accessibility”.

2. Accessibility



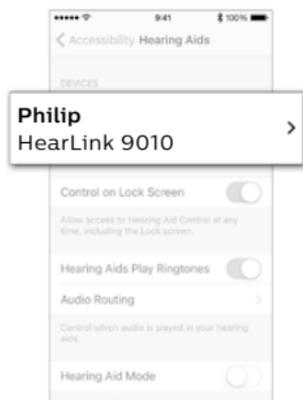
On the “Accessibility” screen, choose “Hearing Devices”.

3. Prepare



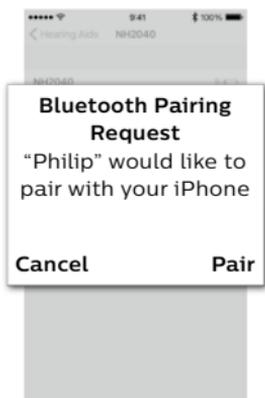
Open and close the battery drawer, on both hearing aids if you have two and place it close to your iPhone. The hearing aid stays in pairing mode for 3 minutes.

4. Select



Your iPhone will detect the hearing aid for pairing. Detected devices will appear in your iPhone list. Choose your hearing aid.

5. Confirm pairing



Confirm pairing.
If you have two hearing aids, pairing confirmation is needed for each hearing aid.

Re-connect your hearing aids to your iPhone, iPad, or iPod touch

When you turn off your hearing aids or iPhone, iPad, or iPod touch, these will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery drawer. The hearing aids will then automatically re-connect to your device.

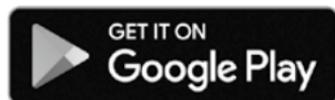
“Made for iPod”, “Made for iPhone”, and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

Philips HearLink app

Philips HearLink app for iPhone, iPad, iPod touch, and Android devices offers an intuitive and discreet way to control your hearing aid. Philips HearLink app also enables you to connect and control an endless range of other devices by linking to IFTTT via the internet.

Go to www.hearingsolutions.philips.com/compatibility for more details and information on compatibility. Philips HearLink app is available on Apple App Store® and on Google Play™. When downloading Philips HearLink app on iPad, search for iPhone apps on Apple App Store®.

Stream audio with Android devices through the Philips AudioClip accessory.



Please find more details here:
www.hearingsolutions.philips.com

Apple, the Apple logo, iPhone, iPad, iPod touch, and Apple Watch 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.

Wireless accessories (optional)

As an enhancement to your wireless hearing aid, a range of wireless accessories are available. They can enable you to hear and communicate better in a lot of everyday situations.

AudioClip

When this device is paired with your mobile phone, you can use the hearing aids like stereo headphones. AudioClip can also function as a remote microphone and remote control.

TV Adapter

The TV Adapter is a wireless transmitter of sound from TV and electronic audio devices. The TV Adapter streams sound directly to your hearing aid.

Remote Control

The Remote Control offers the ability to change programs, adjust volume or mute your hearing aid.

Philips HearLink app

The app offers an intuitive and discreet way to control your hearing aids, with iPhone, iPad, iPod touch, and Android devices.

For more information, please contact your hearing care professional or visit:
www.hearingsolutions.philips.com.

Other options (optional)

Auto Telephone (optional for HearLink 3000 and 2000)

The Auto Telephone can automatically activate a phone program in the hearing aid, if your telephone has a dedicated magnet. The magnet needs to be placed on your telephone next to the sound outlet.



Telecoil

Telecoil helps you hear better when using a telephone with a built-in loop or when you are in buildings with teleloop systems such as theatres, churches, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.



Direct Audio Input (DAI) adapter

Allows your hearing aid to receive signals directly from external sources such as TV, personal stereos, etc.

FM adapter

Allows your hearing aid to connect to an external FM receiver. For more information, please contact your hearing care professional.

□ Tamper-resistant battery drawer (optional)

To keep the battery out of reach of infants, small children and people with learning difficulties, a tamper-resistant battery drawer should be used.

Important notice

Avoid excessive force to open the battery drawer when in the locked position. Do not force the battery drawer beyond its fully opened position. Make sure to insert the battery correctly. Please contact your hearing care professional if you suspect the tamper-resistant effectiveness and locking ability are damaged.

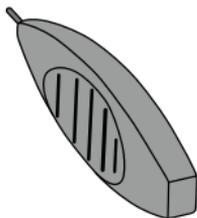
To lock the battery drawer

Close the battery drawer completely and make sure it is locked.



Tool to unlock the battery drawer

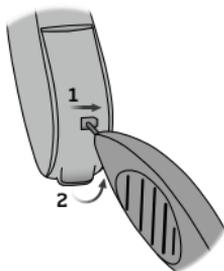
Use this small tool provided by your hearing care professional.



Unlock the battery drawer

Insert the tip of the tool into the small hole at the back of the battery drawer.

1. Move it to the right and hold it.
2. Open the battery drawer.



General warnings

You should familiarize yourself fully with the following general warnings before using your hearing aid for your personal safety and to ensure correct use.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Furthermore, note that in most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Consult your hearing care professional if you experience unexpected operations or events with your hearing aid.

Usage of hearing aids

- Hearing aids should be used only 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 & 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.
- Most hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children, and people with learning difficulties.

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

General warnings

Battery use

- 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.

Dysfunction

- Be aware of the possibility that your hearing aid 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 ear wax.

Active implants

- Caution must be taken with active implants. In general, follow the guidelines recommended by manufacturers of implantable defibrillators and pacemakers regarding use with mobile phones and magnets.

- The Auto Telephone magnet and MultiTool (which has a built-in magnet) should be kept more than 30 cm away from the implant, e.g. do not carry it in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.

X-ray, CT, MR, PET scanning and electrotherapy

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

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.

General warnings

Power aid

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 711), as there may be risk of impairing the remaining hearing of the hearing aid user.

For information on whether your hearing aid is a power aid, ask your hearing care professional.

Possible side effects

- Hearing aids and earpieces may cause an accelerated accumulation of ear wax.
- The otherwise non-allergenic materials used in hearing aids may in rare cases cause a skin irritation or other side effects.

Please seek consultation with a physician if these conditions occur.

Interference

- The hearing aid has been thoroughly tested for interference, according to the most stringent international standards. However, interference between the hearing aid and other devices (e.g. some mobile telephones, citizens band systems and shop alarm

systems and other devices) may occur. If this occurs, increase the distance between the hearing aid and the interfering device.

Use on aircraft

- Your hearing aid contains Bluetooth®. On board an aircraft, flight mode must be activated, unless Bluetooth® is permitted by the flight personnel.

Connection to external equipment

- The safety of the hearing aid when connected to external equipment with an auxiliary input cable and/or directly, is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Important notice

When the DAI is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC-60065, IEC-60950 or equivalent safety standards.

Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aid 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.

Hearing aid is only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

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

Modification of hearing aids is not allowed

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

Incompatible non-supplied accessories

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

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



Troubleshooting guide

Symptom	Possible causes
No sound	Dead battery
	Clogged earpieces (dome, Grip Tip or Micro Mold)
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Dead battery
Squealing noise	Hearing aid earpiece inserted incorrectly
	Ear wax accumulated in ear canal
Beeping	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check
Pairing issue with Apple device	Bluetooth® connection failed
	Only one hearing aid paired

Solutions

Replace the battery

Clean mold

Consider replacing wax filter, dome, or Grip Tip

Clean mold or replace wax filter, dome, or Grip Tip

Wipe battery with a dry cloth

Replace the battery

Re-insert the earpiece

Have ear canal examined by your doctor

Contact your hearing care professional

1. Unpair your hearing aids
(Settings → Accessibility → Hearing Devices
→ Devices → Forget this device).
 2. Turn Bluetooth® off and on again.
 3. Open and close battery drawer on hearing aids.
 4. Re-pair hearing aids (see section “Pair hearing aid with iPhone”).
-

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

Water & dust resistance

Your hearing aid is dust-tight and protected against ingress of water (IP68) 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. Should your hearing aid come in contact with water and stop working, please follow these guidelines:

1. Gently wipe off any water.
2. Open the battery drawer and 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

Operating conditions

Temperature:
+1°C to +40°C
Relative humidity:
5% to 93%, non-condensing

Storage and transportation conditions

Temperature and humidity should not exceed the following limits for extended periods during transportation and storage:

Temperature:
-25°C to +60°C
Relative humidity:
5% to 93%, non-condensing

Technical information

The hearing aid contains two radio technologies, which are described below:

The hearing aid contains a radio transceiver using short range magnetic induction technology working at 3.84 MHz. The magnetic field strength of the transmitter is very weak and is always below 15nW (-40 dBuA/m at 10 meter distance).

The hearing aid also contains a radio transceiver using Bluetooth® Low Energy (BLE) and a proprietary short range radio technology both working at ISM band 2.4 GHz. The radio transmitter is weak and is always below 3.0 mW equal to 4.8 dBm e.i.r.p. in total radiated power.

The hearing aid complies with international standards concerning electromagnetic compatibility and human exposure.

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

Additional information can be found in the Specification Guide on **www.hearingsolutions.philips.com**.

USA and Canada

The hearing aid contains a radio module with the following certification ID numbers:

FCC ID: 2ACAH-AUBTEP

IC: 11936A-AUBTEP

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

Declaration of Conformity is available from the manufacturer.



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

CE 0543

 **Bluetooth®**

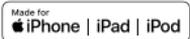


Waste from electronic equipment must be handled according to local regulations.



IP68

Description of symbols used in this booklet or on the packaging label

	<p>Warnings Text marked with a marking symbol must be read before using the product.</p>
	<p>Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.</p>
	<p>CE mark The product complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.</p>
	<p>Electronic waste (WEEE) Recycle your hearing aids, accessories or batteries according to local regulations or return them to your hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).</p>
	<p>Regulatory Compliance Mark (RCM) The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.</p>
	<p>Made for iPod, iPhone, and iPad Indicates that the device is compatible with iPod, iPhone and iPad. Description of symbols used on the packaging label.</p>

	<p>IP code This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/+A2:2013. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.</p>
	<p>Bluetooth® logo Registered trademark of Bluetooth® SIG, Inc. where any use of such requires a license.</p>
	<p>Keep dry Indicates a medical device that needs to be protected from moisture.</p>
	<p>Caution symbol Consult instruction for use (User Guide) for warnings and cautions.</p>
	<p>Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.</p>
	<p>Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.</p>
	<p>Hearing loop This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.</p>
	<p>Medical Device The device is a medical device.</p>
	<p>Radio Frequency (RF) transmitter Your hearing aid contains an RF transmitter.</p>

GTIN

Global Trade Item Number

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 (inside the hearing aid). GTIN on regulatory packaging label is related to medical device hardware (the hearing aid itself).

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. No substances on the REACH SVHC list applicable at the time of manufacturing is present in Product HearLink. More recent information can be found on the website www.hearingsolutions.philips.com/REACH.

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www.hearingsolutions.philips.com



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