

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

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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International warranty

Your hearing aid is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery to you. 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 or 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 limited warranty and may void it. Under this warranty, the manufacturer will choose, in its sole discretion, whether to repair the hearing aid, or replace it with an equivalent model. 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. Consult him/her for further information.

If you need service

Take your hearing aid to your hearing care professional, who may be able to solve minor problems and make adjustments immediately. Your hearing care professional can assist you to obtain warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

Australia only

The rights given under this warranty are in addition to other rights and remedies under a law in relation to the good or services to which the warranty relates to. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Australian customers should contact SBO Hearing at 629 Nudgee Road, Nundah, QLD 4012. Telephone: 1800 430 977 if you have any questions regarding this warranty.

Warranty

Certificate

Name of owner: _____

Hearing care professional: _____

Hearing care professional's address: _____

Hearing care professional's phone: _____

Purchase date: _____

Model left: _____

Serial no.: _____

Model right: _____

Serial no.: _____

Introduction to this booklet

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

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.

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

* The job title may vary from country to country.

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.

Intended use

Intended use	The hearing aid is intended to amplify and transmit sound to the ear.
Indications for use	Bilateral or unilateral impaired hearing of sensorineural, conductive, or mixed type ranging from a slight (16 dB HL*) to severe (85 dB HL*) degree of hearing loss, with an individual frequency configuration.
Intended user	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
Intended user group	Adults and children older than 36 months.
User environment	Indoor and outdoor.
Contraindications	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 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.

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

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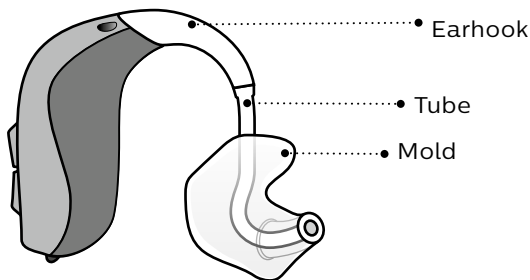
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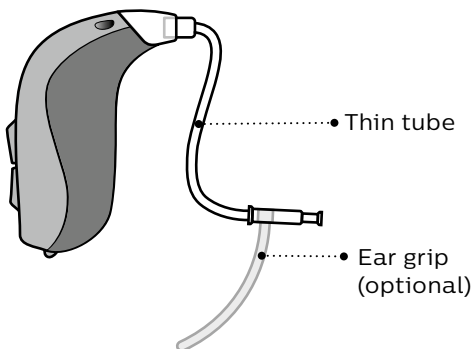
Identify your hearing aid and earpiece

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)*



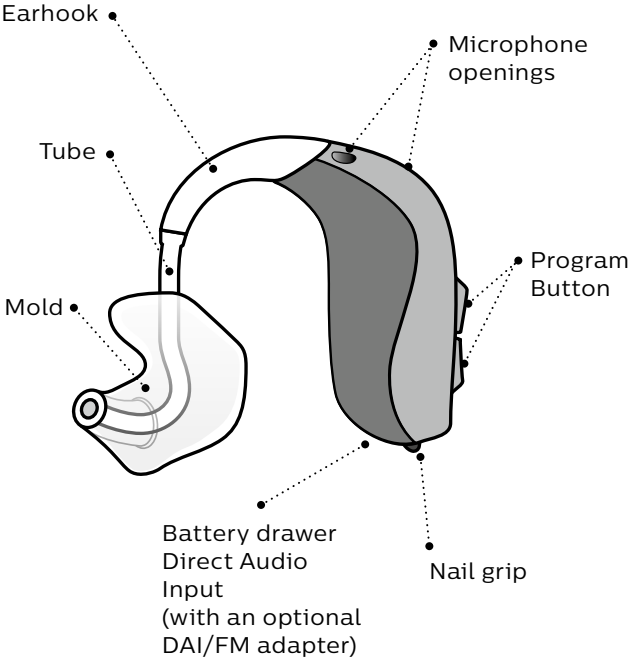
Grip Tip*



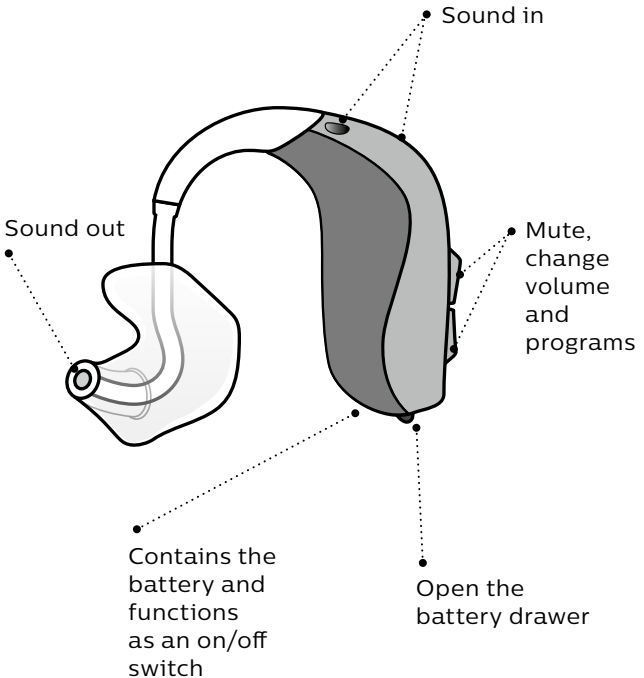
Micro Mold

* Please see details for replacing the dome or Grip Tip in section: "Replace dome or Grip Tip".

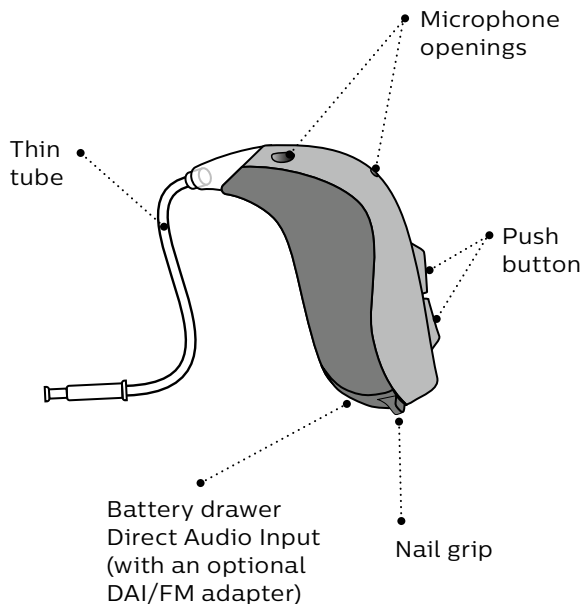
Your hearing aid with earhook and mold – What it is



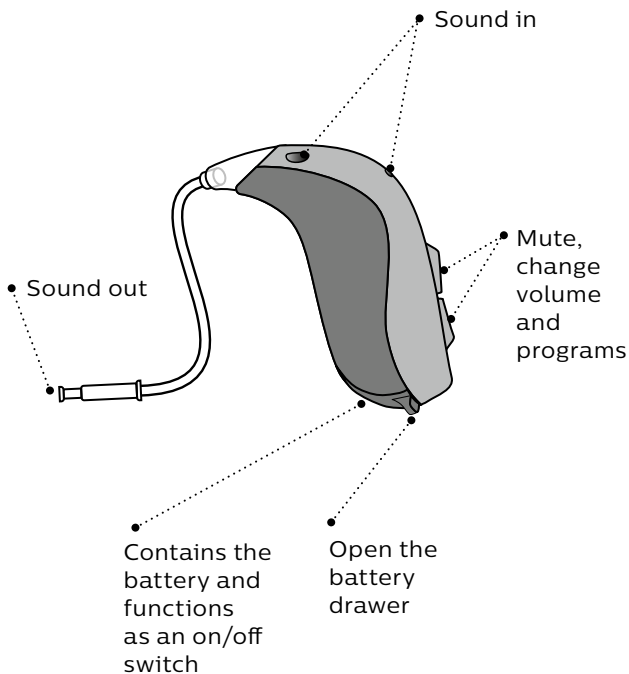
What it does



Your hearing aid with miniFit thin tube – What it is

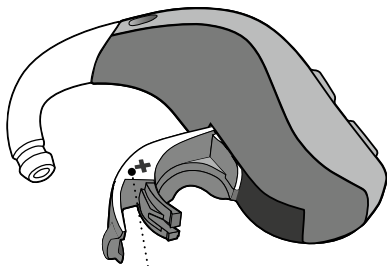


What it does



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.



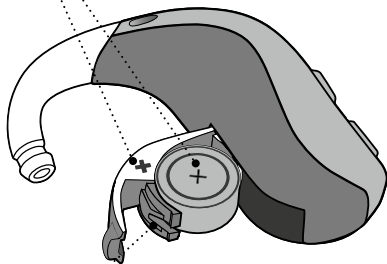
- A **RED** indicator marks the **RIGHT** hearing aid

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

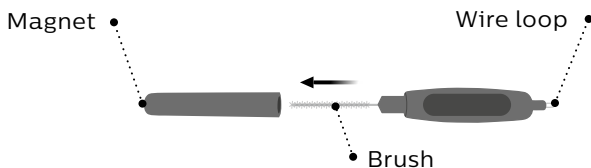


Pull out to open

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

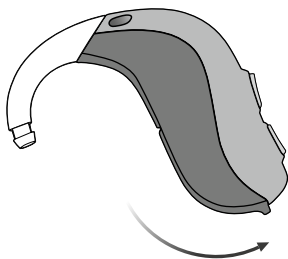
The MultiTool has a built-in magnet. Keep the MultiTool at least 30 centimetres (1 foot) away from credit cards and other magnetically sensitive devices.

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.

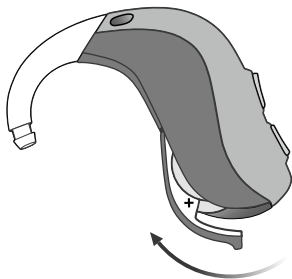
Turn ON

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.

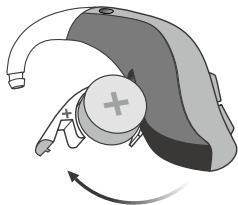
The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Demant A/S is under license. Other trademarks and trade names are those of their respective owners.

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.

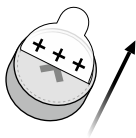


2. Uncover

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

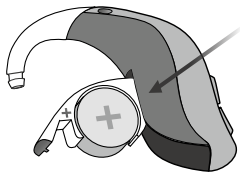
Tip:

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



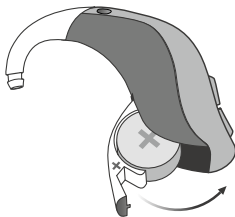
3. Insert

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



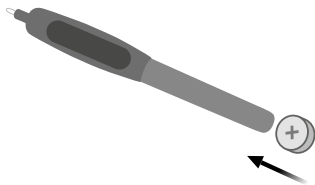
4. Close

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.

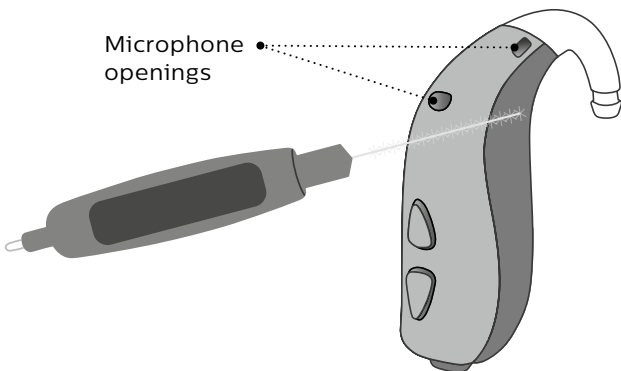


Caring for your hearing aid

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.

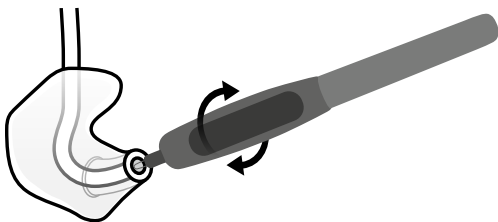


Important notice

Use a soft, dry cloth to clean the hearing aid. The hearing aid 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

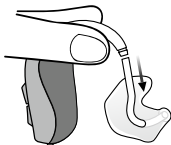
Step 1

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



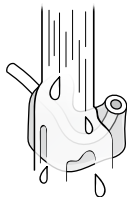
Step 2

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

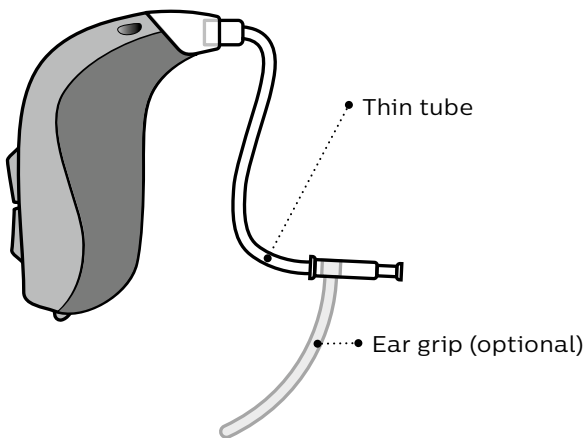
Wash the mold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.



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

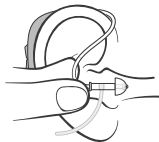
Step 1

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.

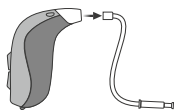


Clean the thin tube

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.

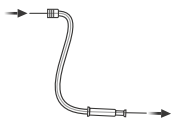
Step 1

Pull the thin tube out of the hearing aid.



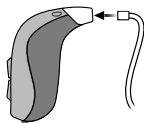
Step 2

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*

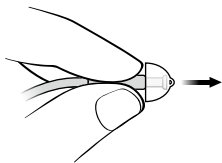
* not for Open Dome

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.

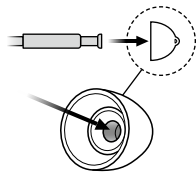
Step 1

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



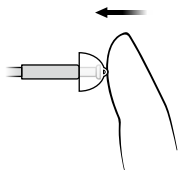
Step 2

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.

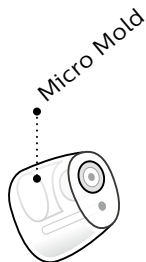


Important notice

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.

Customized earpieces for thin tube

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



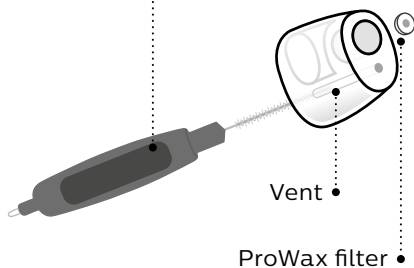
Customized earpieces have a white wax filter attached to the sound opening. ProWax is the filter type to be used with these earpieces. To replace the ProWax filter, see section “Replace ProWax filter”.

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.

- The vent is cleaned by pressing the brush through the hole, twisting it slightly.



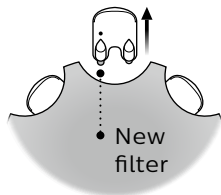
Important notice

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.

Replace ProWax filter

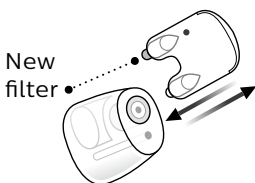
1. Tool

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



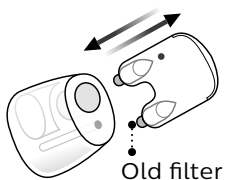
2. Remove

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



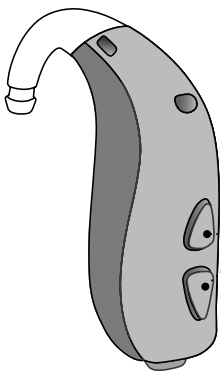
3. Insert

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”.

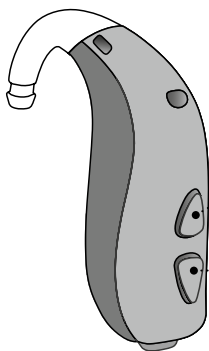
Optional features and accessories

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.

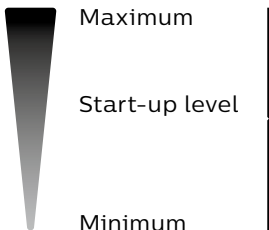
Change volume (optional)

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.

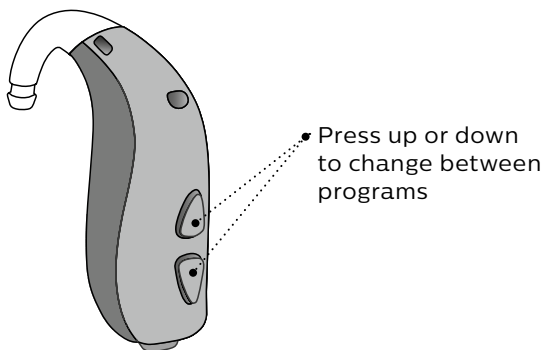
Volume Change

<input type="checkbox"/> Left	<input type="checkbox"/> Right	
-------------------------------	--------------------------------	--

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

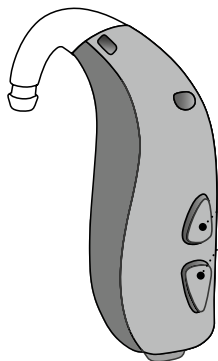
Program	Activation sound	When to use
1		"1 beep"
2		"2 beeps"
3		"3 beeps"
4		"4 beeps"

Program change:

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

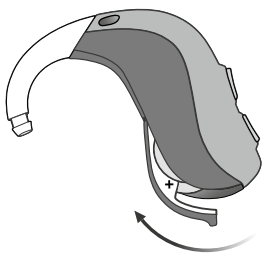
Important notice

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

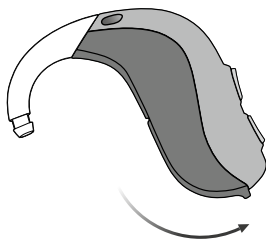
Quick reset

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:

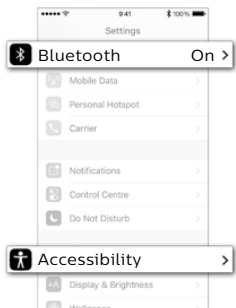
www.hearingsolutions.philips.com

For information on compatibility, please visit hearingsolutions.philips.com/en-au/support/connectivity/compatibility.

Stream audio with Android™ devices through the Philips AudioClip.

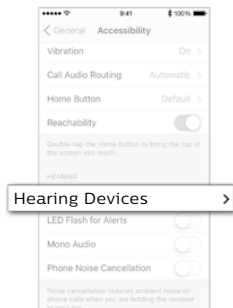
Pairing hearing aid with iPhone

1. Settings



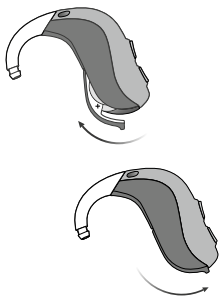
Open your iPhone and go to “Settings”. Make sure Bluetooth® is on. Then choose “Accessibility”.

2. Accessibility



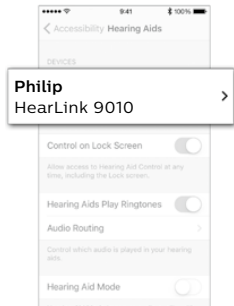
On the “Accessibility” screen, choose “Hearing Devices”.

3. Prepare



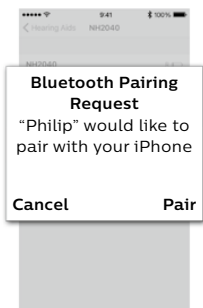
Open and close the battery drawer, on both hearing aids if you have two and place it close to your iPhone. The hearing aid stays in pairing mode for 3 minutes.

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 hearingsolutions.philips.com/en-au/support/connectivity/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, 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.

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

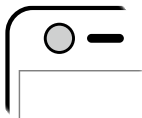
An application that lets you control your hearing aid from your compatible mobile phone or tablet. For iPhone, iPad, iPod touch, and Android devices. Ensure that you only download and install Philips HearLink App from the official app stores.

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

Other options (optional)

Autophone

The Autophone 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.

Important notice

When the DAI adapter is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC 62368-1 or equivalent safety standards.

□ Tamper-resistant battery drawer (optional)

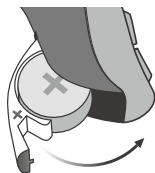
To keep the battery out of reach of infants, small children and people with learning difficulties, a tamper-resistant battery drawer should be used.

Important notice

Avoid excessive force when opening the battery drawer in the locked position. Do not force the battery drawer beyond its fully opened position. Make sure to insert the battery correctly. Contact your hearing care professional if you suspect the tamper-resistant battery drawer's effectiveness and locking ability is reduced.

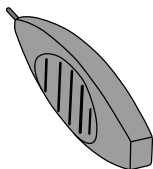
To lock the battery drawer

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



Tool to unlock the battery drawer

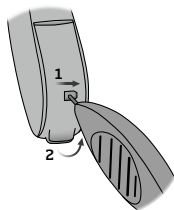
Use this small tool provided by your hearing care professional.



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

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 their 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 them.

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 intellectual and developmental disabilities.

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

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.

General Warnings

Active implants

- The hearing aid has been thoroughly tested and characterized 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 as pacemakers and heart defibrillators.
- 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.
- 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, 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.

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.

Power hearing aid

- Special care should be exercised in selecting, fitting and using hearing aids where the maximum sound pressure capability exceeds 132 dB SPL (IEC 60318-4 / IEC 711) as there may be a risk of impairing the remaining hearing of the hearing aids user.

For information on whether your instrument is a power hearing aid, see the model overview section in this booklet.

General Warnings

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 aid 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 use of 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.

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.

Modification of hearing aids is not allowed

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

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.

Interference

The hearing aid has 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 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
(34°F to 104°F)

Humidity: 5% to 93% relative humidity, noncondensing

Atmospheric pressure:
700 hPa to 1060 hPa

Storage and transportation conditions

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

Transportation

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

Storage

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

Technical information

The hearing aids contain the following two radio technologies:

The hearing aids 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 always below 15 nW [typically below $-40 \text{ dB}\mu\text{A}/\text{m}$ at a distance of 10 metres ($-12.20 \text{ dB}\mu\text{A}/\text{ft}$) at a distance of 33 feet].

The hearing aid also contains a radio transceiver using Bluetooth Low Energy technology and a proprietary short-range radio technology both working at ISM band 2.4 GHz. The radio transmitter is weak and always below 3 mW equal to 4.8 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 aids, relevant approval markings can be found in this booklet.

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

USA and Canada

This device contains a radio module (Aurora BTE power) with the following certification ID numbers:

FCC ID: 2ACAH-AUBTEP

IC: 11936A-AUBTEP

Note:

The device complies with Part 15 of the FCC rules and with Innovation, Science and Economic Development Canada's licence-exempt RSSs standards. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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 Smorum

Denmark

hearingsolutions.philips.com/doc

CE 0123



SBO Hearing A/S

Kongebakken 9

DK-2765 Smørum

Denmark

 **Bluetooth®**

IP68








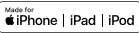
Waste from electronic equipment must be handled according to local regulations.













Australian Sponsor

Audmet Australia Pty Ltd
Suite 4, Level 4, Building B
11 Talavera Road
North Ryde NSW 2113

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

	<p>Warnings Text marked with a warning symbol must be read before using the device.</p>
	<p>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.</p>
	<p>CE mark The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.</p>
	<p>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).</p>
	<p>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.</p>
	<p>Made for Apple badges The device is compatible with iPhone, iPad and iPod touch.</p>

	<p>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.</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>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>CTN Commercial Trade Number</p>

	<p>Radio Frequency (RF) transmitter Your hearing aid contains an RF transmitter.</p>
<p>GTIN</p>	<p>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 (FW). GTIN on regulatory packaging label is related to medical device hardware.</p>
	<p>Unique device identifier Indicates a carrier that contains unique device identifier information.</p>

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/en-au/reach.

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