

**PHILIPS**

**HearLink**

Receiver  
in-the-Ear  
Hearing Aids

miniRITE T R



Made for

 iPhone | iPad | iPod

User Guide



# Model overview

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

- HearLink 9010 MNR T R – HL 9010 MNR T R  
(HER9012)  
GTIN: (01)05714464002818
- HearLink 7010 MNR T R – HL 7010 MNR T R  
(HER7012)  
GTIN: (01)05714464002801
- HearLink 5010 MNR T R – HL 5010 MNR T R  
(HEB5012)  
GTIN: (01)05714464002795
- HearLink 3010 MNR T R – HL 3010 MNR T R  
(HEB3012)  
GTIN: (01)05714464003631
- HearLink 2010 MNR T R – HL 2010 MNR T R  
(HEB2012)  
GTIN: (01)05714464003648

The following acoustic options are available for the above families:

- 60-Speaker
- 85-Speaker
- 100-Speaker (power aid)
- 100-Speaker with Power Mold (power aid)
- 105-Speaker with Power Mold (power aid)

# 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

## 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:

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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](http://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.

# In short

## **Charging**

Charge the hearing aid every night.

The LED on the hearing aid will turn red/orange when the hearing aid is charging and green when fully charged.

It takes 3 hours to fully charge the hearing aid.

## **ON/OFF**

- The hearing aid turns ON when you remove it from the charger.
- The hearing aid turns OFF when you place it in the charger.

Always leave the charger connected to a power supply when the hearing aid is seated in the charging port. Unplugging the charger will make the hearing aid turn on and start using the battery.

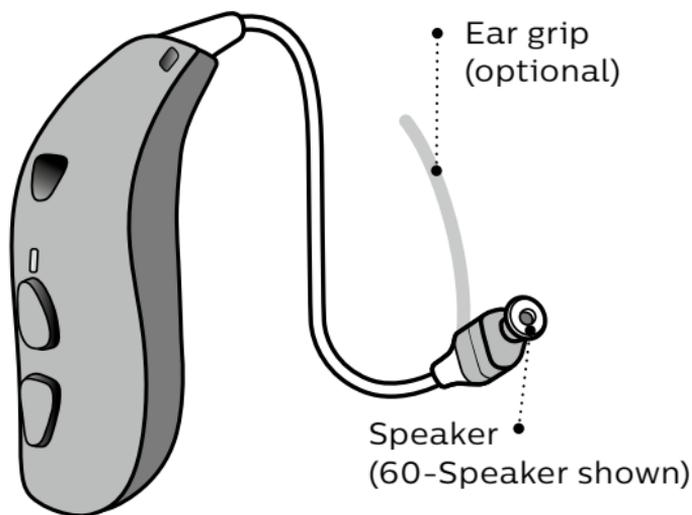
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# Identify your hearing aid, speaker, and earpiece



## Speakers

miniRITE R hearing aid comes with five different speakers:

### Standard speakers

60-Speaker  85-Speaker  100-Speaker



### Power Mold speakers

100-Speaker  
 105-Speaker



## Earpieces

The speaker uses one of the following earpieces:



Dome (Open Dome shown)\*



Grip Tip\*



VarioTherm® Micro Mold or Lite Tip



Micro Mold or Lite Tip

## Power Mold speakers

100-Speaker

105-Speaker



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

## Customized earpieces



Micro Mold



Lite Tip



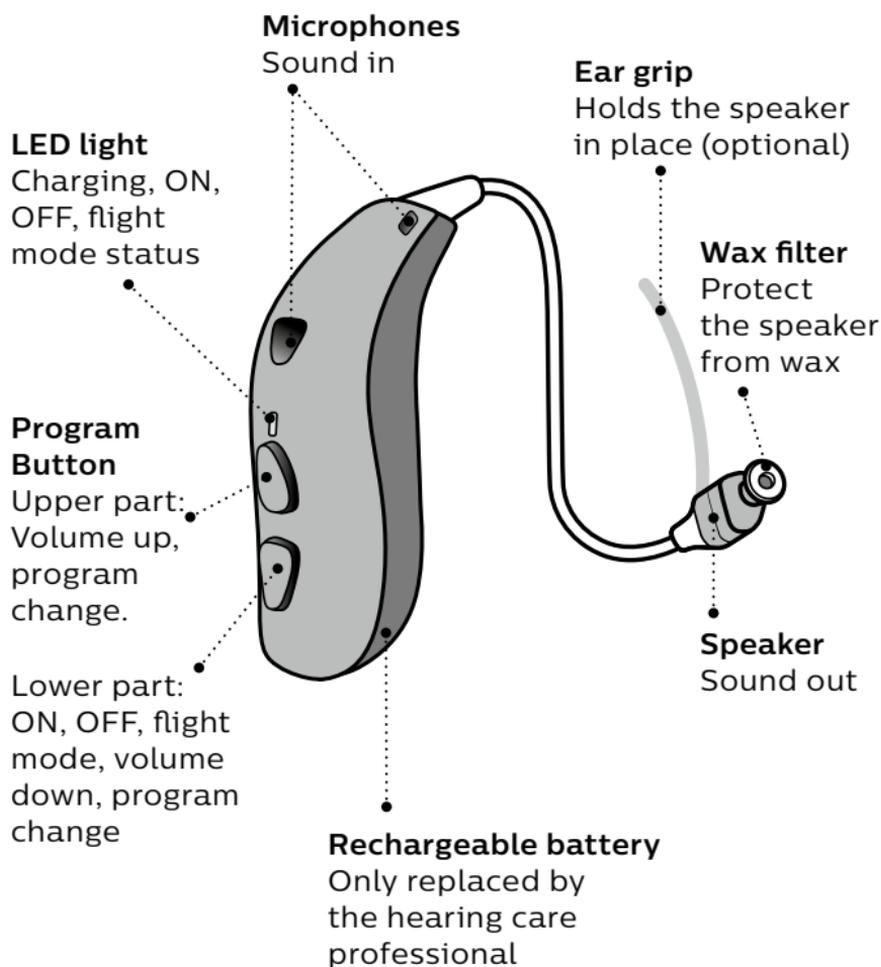
VarioTherm® Micro Mold



VarioTherm® Lite Tip

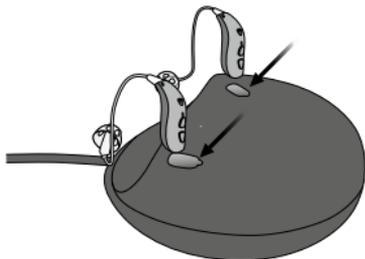
VarioTherm® is a registered trademark of Dreve.

# Your hearing aid – What it is and does



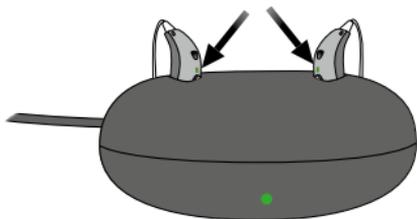
# Charging the hearing aids

Place hearing aids in charger



Place the hearing aids in the charging ports as shown in the picture.

Charger



The LEDs on the hearing aids will turn on when the hearing aids are correctly placed in the charger.

**Hearing aid LED charging status:**

Red/orange light = Charging

Green light = Fully charged

# Charging time

Fully charge your hearing aid at least 3 hours before first time use.

Charge your hearing aid every night. That ensures that you will start your day with a fully charged hearing aid.

Charging time can vary depending on the remaining capacity of the battery. If your hearing aid is completely drained, the normal charging time is:

3 hours	= Fully charged
1 hour	= 50% charged
0.5 hours	= 25% charged

The charging process will automatically stop when the battery is fully charged. Leave the hearing aid in the charger when you do not use it. Remember to keep the charger connected to a power source.

Note that charging time may vary between the left and the right hearing aid.

# Battery performance

The daily battery performance varies depending on your individual use and hearing aid settings.

Streaming sound from a TV, mobile phone or AudioClip can influence daily battery performance.

If your hearing aid runs out of battery, place it in the charger for a recharge. Additional usage time cannot be achieved by trying to restart the hearing aid.

For the best charging conditions, the room temperature should be between +5°C to +35°C.

If you experience that your hearing aid does not perform for a full day, it might be time to have the battery replaced. Contact your hearing care professional.

# Turn hearing aid ON/OFF using charger

Your hearing aid automatically turns **ON** when removed from the charger.

The hearing aid LED turns green after 6 seconds, confirming that it is ready for use. You may hear a start-up jingle.

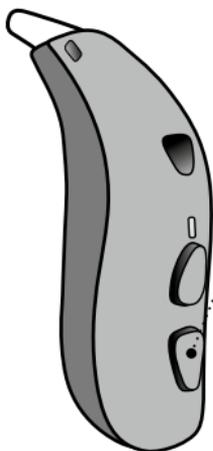
Your hearing aid automatically turns **OFF** when placed in the charger and starts charging. The LED turns red/orange.

## **Important notice**

Always leave the charger connected to a power source when the hearing aid is seated in the charging port. Unplugging the charger will make the hearing aid turn on and start using the battery.

# Turn hearing aid ON/OFF using Program Button

The hearing aid can be turned ON and OFF using the Program Button.



## **ON:**

Press and hold the lower part of the button for approx. 2 seconds. Release the button and wait until the hearing aid LED turns GREEN. The hearing aid is now turned ON.

• You may hear a short start-up jingle.

## **OFF:**

Press and hold the lower part of the button for approx. 3 seconds until the hearing aid LED turns RED/ORANGE and the hearing aid plays 4 descending tones. Release the Program Button and the hearing aid is turned OFF.

See overview “Sound and LED indications”.

# Low battery indication

When the battery is running low, you will hear 3 short beeps. This will leave you approximately 2 hours before the hearing aid stops working. The beeps will be repeated every 30 minutes. Just before the battery runs out you will hear 4 descending tones.

If you are streaming audio to your hearing aid (e.g., from TV or mobile phone), you have approximately 1 hour before the hearing aid stops working, when you hear the 3 short beeps.

Stopping streaming will prolong the battery performance.



## Three beeps

The battery is running low



## Four beeps

The battery has run out

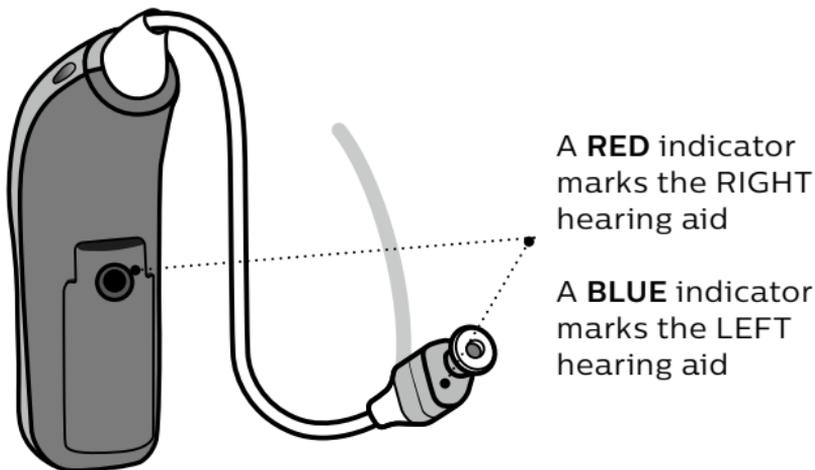
## Optional LED

The LED blinks red/orange and continuously repeats to indicate that the battery is low.

## 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 on the hearing aid itself and on 60- and 85-Speakers as shown. Indicators (either L or R) can also be found on 100-Speakers and some earpieces.



# Put on the hearing aid

The speaker brings the sound into your ear. The speaker should always be used with an earpiece attached. Use only parts designed for your hearing aid.

If the speaker has an ear grip, place it in the ear so it follows the contour of the ear (see step 3).

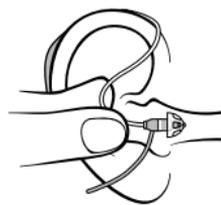
## Step 1

Place the hearing aid behind your ear.



## Step 2

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



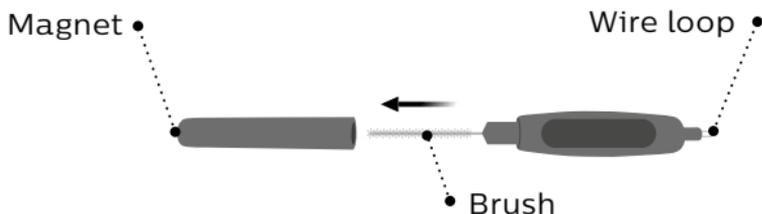
## Step 3

Gently push the earpiece into your ear canal until the speaker wire sits close against the side of your head.



# Cleaning

The MultiTool 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.



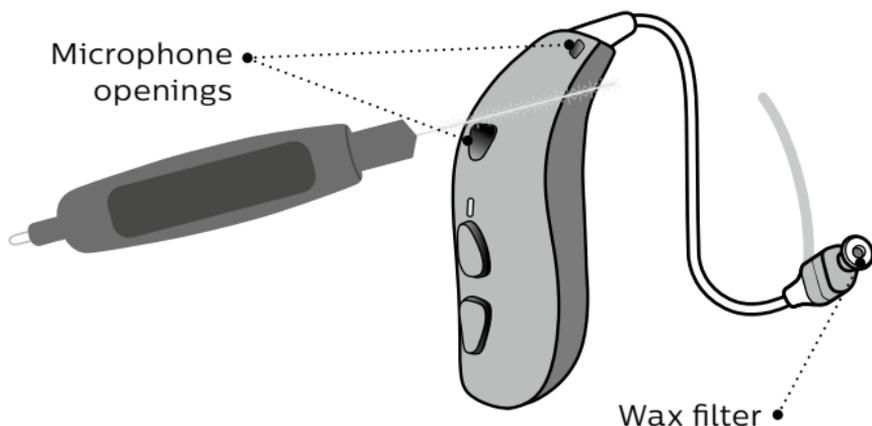
## **Important notice**

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

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 clean and that it is not pressed into the openings.



### **Important notice**

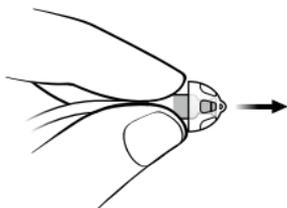
Use a soft, dry cloth to clean the hearing aid. It must never be washed or immersed in water or other liquids.

# Replacing standard earpieces

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

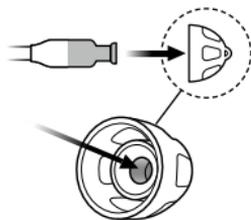
## Step 1

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



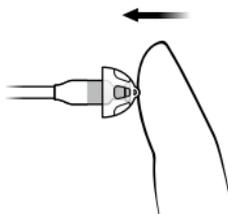
## Step 2

Insert the speaker 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 speaker when removed from the ear, the earpiece may still be in the ear canal. Consult your hearing care professional for further instructions.

## ProWax miniFit filter

The speaker has a white wax filter attached to the end where the earpiece is attached. The wax filter will help prevent wax and debris from damaging the speaker. If the filter becomes clogged, please replace the wax filter (see section “Replace ProWax miniFit filter”) or contact your hearing care professional.

Remove the earpiece from the speaker before replacing the wax filter.

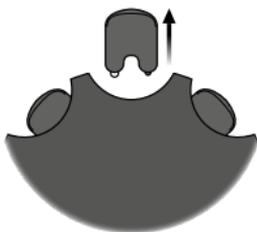
### **Important notice**

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 miniFit filter

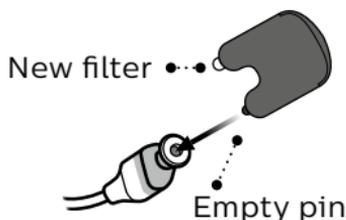
## 1. Tool

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



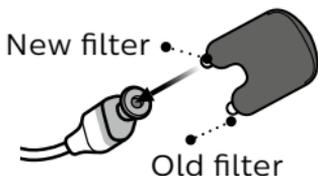
## 2. Remove

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



## 3. Insert

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



## 4. Final

The speaker should look as shown when you have replaced the wax filter.



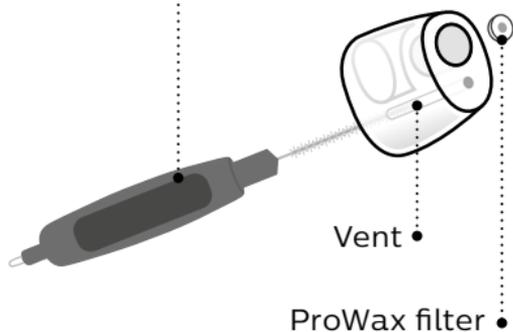
If you use a mold or LiteTip, a hearing care professional must replace the wax filter in the speaker.

# Clean customized earpieces

The earpiece should be cleaned regularly. The earpiece contains a wax filter\*. The filter keeps wax and debris from damaging the speaker. Replace the filter when clogged or when the hearing aid does not sound normal. Alternatively, contact your hearing care professional.

Always use the wax filter delivered by your hearing care professional.

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

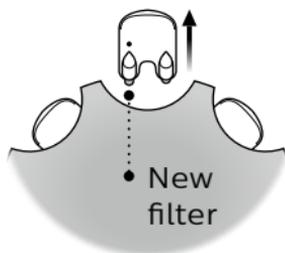


\* VarioTherm Micro Mold and LiteTip do not have a wax filter.

# Replace ProWax filter

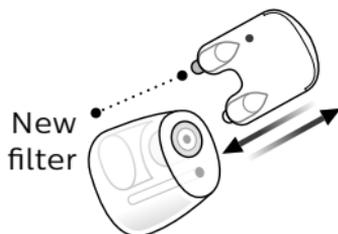
## 1. Tool

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



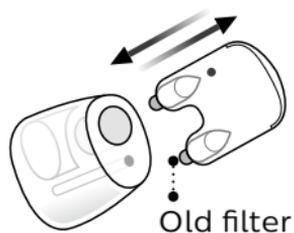
## 2. Remove

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.



# Store the hearing aid

The charger is the optimal storage for the hearing aid. Anytime your hearing aid is not in use, place it in the charger for charging. This will ensure your hearing aid is always charged.

To ensure the longest life of the rechargeable battery in the hearing aid, do not expose it to excess heat. For example, do not leave the hearing aid in the sun in a window or in a car, even if the hearing aid is in the charger.

## **Long term storage (weeks, months)**

Before storing the hearing aid for a longer period (more than 14 days) fully charge the hearing aid. Then turn the hearing aid off. This way the battery can be charged again.

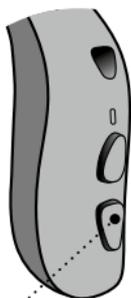
It is necessary to fully charge the hearing aid every 6 months to protect the rechargeable battery. If a stored hearing aid is not charged within a 6-month time frame, the rechargeable battery will need to be replaced.

### **Important notice**

Always leave the charger connected to a power source when the hearing aid is seated in the charging port. Unplugging the charger will make the hearing aid turn on and start using the battery.

# 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. It is only necessary to activate flight mode on one hearing aid. When flight mode is activated, only Bluetooth® is turned off. The hearing aid will still be working.



To activate and deactivate flight mode press and hold the Program Button (lower part) for 7 seconds.

## **Beep:**

The hearing aid plays 4 descending tones followed by 4 tones to indicate that flight mode is activated or deactivated.

## **LED flight mode activated:**

A long red/orange blink followed by green, red/orange, red/orange. The LED will blink green, red/orange, red/orange a few times. This confirms that flight mode is activated.

**LED flight mode deactivated:** The LED will turn steady red/orange for a few seconds, until the hearing aid returns to its normal operating mode.

Pressing the button on one hearing aid will activate flight mode on both hearing aids.

See overview “Sound and LED indications”.

# 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.

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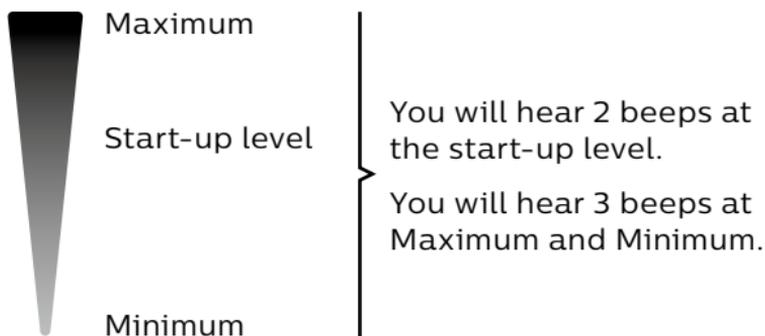
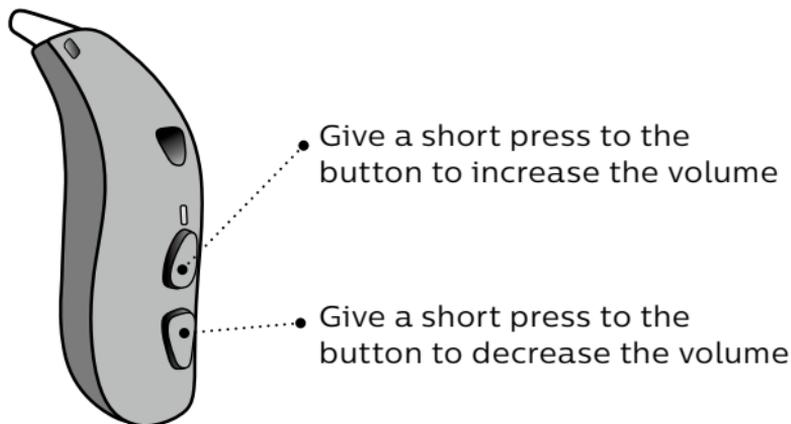
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## Change volume (optional)

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



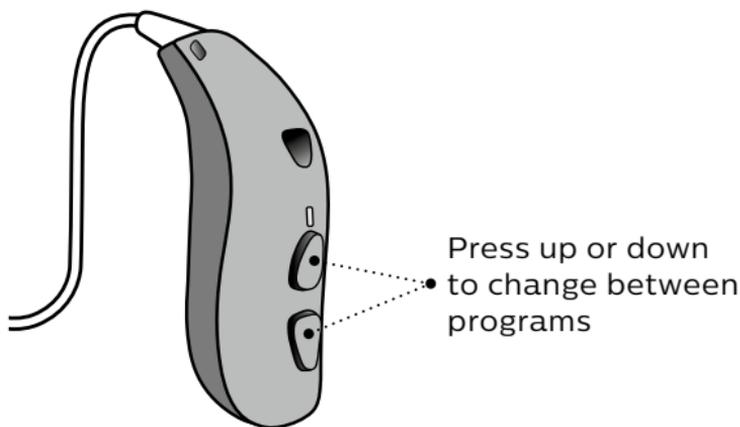
### Volume Change

<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.



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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.

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## To be filled out by the hearing care professional

Program	Activation sound	When to use
Program 1	1 tone ●	
Program 2	2 tones ●●	
Program 3	3 tones ●●●	
Program 4	4 tones ●●●●	

● Green, short blink

### 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.

Your hearing aid can be muted by using one of the following optional devices:

- Philips HearLink app
- AudioClip
- Remote Control

The LED might blink red/orange and green, depending on how your hearing care professional has configured your hearing aid.

### **How to unmute your hearing aid**

The hearing aid can be unmuted using one of the optional devices or by applying a short press to any of the buttons on the hearing aid.

#### **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.

## **Put hearing aid in pairing mode**

To pair your hearing aid with a wireless accessory (e.g. TV Adapter, AudioClip, smartphone, etc.), your hearing aid must be in pairing mode. To activate pairing mode, switch the hearing aid OFF and ON as described on pages 20 and 21.

The hearing aid will remain in pairing mode for 180 seconds.

# Using hearing aid with iPhone, iPad or 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](http://www.hearingsolutions.philips.com).

For information on compatibility, please visit  
[www.hearingsolutions.philips.com/compatibility](http://www.hearingsolutions.philips.com/compatibility).

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Stream audio with Android™ devices through the Philips AudioClip.

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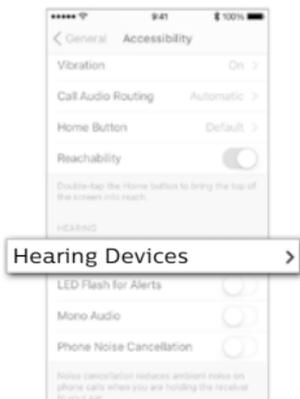
# Pairing hearing aid with iPhone

## 1. Settings



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

## 2. Accessibility



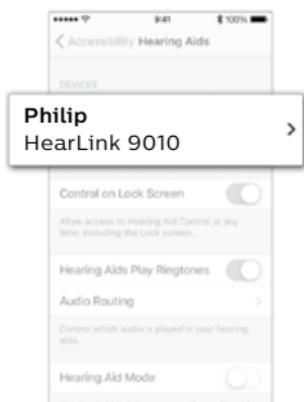
On the “Accessibility” screen, choose “Hearing Devices”.

### 3. Prepare

Pairing must occur within 3 minutes after the hearing aid is turned on.

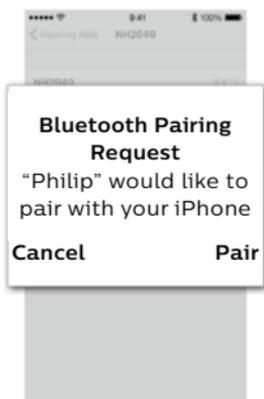
To restart the hearing aid, place it in the charger and remove it again, or use the Program Button (see section: Turn ON/OFF using Program Button). This will put the hearing aid into pairing mode.

### 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, restart your hearing aids. The hearing aids will then automatically reconnect to your iPhone, iPad, or iPod touch.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that use of this Accessory with iPod, iPhone, or iPad may affect wireless performance. Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

# 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**

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**

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](http://www.hearingsolutions.philips.com)

## Other options (optional)

### **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 theaters, churches, or lecture rooms. This symbol or a similar sign is shown wherever a teleloop has been installed.



For more information, please contact your hearing care professional.

# Sound and LED indications

Different sound and light indications help to show the hearing aid status. The different settings are listed on the following pages.

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

For charger LED indication, see Charger User Guide.

Status Indicators	Sound	LED
Start-up	Start-up jingle	
Shutdown	4 descending tones	
Flight mode activation	Shutdown tones followed by 4 tones	
Flight mode deactivation	Shutdown tones followed by 4 tones	-

Warning Indicators	Sound	LED
Battery low indication	3 beeps	
Battery end of life	4 descending tones	-
Microphone service check needed	8 beeps	
System error	-	

 Green, short blink

 Red/orange, short blink

 Green, long blink

 Red/orange, long blink

<b>Program Indicators</b>	<b>Sound</b>	<b>LED</b>
Program 1	1 tone	
Program 2	2 tones	
Program 3	3 tones	
Program 4	4 tones	
TV Adapter program	2 ascending tones	
Remote Mic program	2 descending tones	

<b>Volume Indicators</b>	<b>Sound</b>	<b>LED</b>
Preferred volume	2 beeps	
Min/max volume	3 beeps	
Volume change	1 click	
Mute activated with Philips HearingLink app, AudioClip, or Remote Control	-	

 Green, short blink

 Green, long blink

 Red/orange, short blink

 Red/orange, long blink

## **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.

This hearing aid is supported by a non-removable rechargeable lithium-ion battery cell. Please ensure that you charge the hearing aid and familiarize yourself with the safety and handling information related to rechargeable hearing aids.

Do not try to get access to the battery inserted in the hearing aid. The battery must only be replaced by your hearing care professional.

Only charge the hearing aid with a Philips charger. Other chargers risk destroying the hearing aid and battery.

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

### **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 small parts**

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

### **Fatality hazards and risk of swallowing lithium-ion batteries or placing them in the ear or nose**

- Never swallow lithium-ion batteries nor place them in the ear or the nose as this may lead to serious injury or death in as little as 2 hours. This can be due to chemical burn, which can cause permanent damage to the nose or ear or potentially lead to perforation of the inner organs. If a lithium-ion battery is swallowed or placed in the ear or nose, see a doctor immediately. Keep the batteries in the original package until use. Dispose of used batteries immediately.

## **General warnings**

### **Rechargeable battery**

- Do not attempt to open the hearing aid, as it may damage the battery.
- Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The service guarantee is void if there are signs of tampering.
- The safety of recharging batteries using a USB connector 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.

### **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**

- 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 internationally accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants such as pacemakers and heart defibrillators.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.
- The 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.

## **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 electromagnetic fields.

## **General warnings**

### **Heat and chemicals**

- The hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun.
- The hearing aid must not be dried in microwave ovens or other ovens.
- The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the hearing aid. Always remove your hearing aid before applying such products and allow time to dry before use.

### **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 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 or the hearing aid needs to be turned off, 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.

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.

### **Explosives**

The hearing aid is safe to use under normal usage conditions. Hearing aid has not been tested for compliance with international standards concerning explosive environments. Therefore, do not use hearing aid in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anesthetics are handled.

### **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.

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

### **Interference**

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

<b>Symptom</b>	<b>Possible causes</b>
<b>No sound</b>	Hearing aid is out of power
	Dead battery
	Clogged earpieces (dome, Grip Tip, Micro Mold, or Lite Tip)
<b>Intermittent or reduced sound</b>	Clogged sound outlet
	Moisture
	Hearing aid is out of power
<b>Squealing noise</b>	Hearing aid earpiece inserted incorrectly
	Ear wax accumulated in ear canal
<b>Beeping</b>	If your hearing aid plays 8 beeps, 4 times consecutively, your hearing aid needs a microphone service check

## **Solutions**

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Charge the hearing aid

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Contact your hearing care professional

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Clean mold

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Replace wax filter, dome, or Grip Tip

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

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Gently wipe the hearing aid and let it dry

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Charge the hearing aid

---

Re-insert the earpiece

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Have ear canal examined by your doctor

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Contact your hearing care professional

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<b>Symptom</b>	<b>Possible causes</b>
<b>Hearing aid LED remains off when the hearing aid is placed in the charger</b>	<p>The charger is not switched on</p> <hr/> <p>The hearing aid or charger is either too warm or too cold</p> <hr/> <p>Charging is incomplete. The room temperature exceeds +35 °C, which prolongs the charging time. The charger has stopped charging to protect the battery.</p> <hr/> <p>The hearing aid is not correctly inserted into the charger</p>
<b>The hearing aid LED blinks red/orange when the hearing aid is placed in the charger</b>	<p>System error</p>
<b>Pairing issue with Apple device</b>	<p>Bluetooth® connection failed</p> <hr/> <p>Only one hearing aid paired</p>

## Solutions

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Verify that the charger power supply is connected correctly

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Move the charger and hearing aid to a location with a temperature between +5 °C to +40 °C

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

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Check the charger slots for foreign objects

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Contact your hearing care professional

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1. Unpair your hearing aids  
(Settings → Accessibility → Hearing Devices → Devices → Forget this device).
  2. Turn Bluetooth® off and on again.
  3. Turn off and turn back on the hearing aid.
  4. Re-pair hearing aids  
(see section “Pairing 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, gently wipe off any water and let the hearing aid dry. Before charging the hearing aid make sure to wipe off any moisture.

### **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

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Operating conditions	Temperature: +5°C to +40°C Relative humidity: 5% to 93%, non-condensing
Charging conditions	Temperature: +5°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:  <b>Transport</b> Temperature: -20°C to +60°C Relative humidity: 5% to 93%, non-condensing  <b>Storage</b> Temperature: -20°C to +30°C Relative humidity: 5% to 93%, non-condensing

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For information about the charger's conditions of use, see the charger's User Guide.

# 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 15 nW (typically below  $-40$  dB $\mu$ A/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 2.4 GHz. The 2.4 GHz radio transmitter is weak and is always below 3 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](http://www.hearingsolutions.philips.com).

## USA and Canada

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

FCC ID: 2ACAHSBMRTRC

IC: 11936A-SBMRTRC

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®**

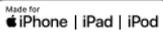
**IP68**



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



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

	<p><b>Warnings</b> Text marked with a marking symbol must be read before using the product.</p>
	<p><b>Manufacturer</b> 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><b>CE mark</b> The product complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.</p>
 	<p><b>Electronic waste (WEEE)</b> 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><b>Regulatory Compliance Mark (RCM)</b> The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.</p>
	<p><b>Made for iPod, iPhone, and iPad</b> Indicates that the device is compatible with iPod, iPhone and iPad.</p>

	<p><b>IP code</b>  This symbol indicates the class of protections against harmful ingress of water and particulate matter according to EN 60529:1991/A1:2002. IP6X indicates total dust protection. IPX8 indicates the protection against the effects of continuous immersion in water.</p>
	<p><b>Bluetooth® logo</b>  Registered trademark of Bluetooth® SIG, Inc. where any use of such requires a license.</p>
	<p><b>Keep dry</b>  Indicates a medical device that needs to be protected from moisture.</p>
	<p><b>Caution symbol</b>  Consult instructions for use (User Guide) for warnings and cautions.</p>
	<p><b>Catalogue number</b>  Indicates the manufacturer's catalogue number so that the medical device can be identified.</p>
	<p><b>Serial number</b>  Indicates the manufacturer's serial number so that a specific medical device can be identified.</p>
	<p><b>Use by date</b>  Indicates the date after which the medical device is not to be used.</p>
	<p><b>Battery recycling symbol</b>  Li-Ion battery recycling symbol.</p>
	<p><b>Temperature limit</b>  Indicates the temperature limits to which the medical device can be safely exposed.</p>
	<p><b>Humidity limitation</b>  Indicates the range of humidity to which the medical device can be safely exposed.</p>

	<p><b>Hearing loop</b> This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.</p>
	<p><b>Medical Device</b> The device is a medical device.</p>
	<p><b>Radio Frequency (RF) transmitter</b> 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](http://www.hearingsolutions.philips.com/REACH).

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hearingsolutions.philips.com



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