Phonak Naída™ P

User Guide



Phonak Naída P-PR
Phonak Naída P-PR Trial

A Sonova brand

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This user guide is valid for:

Hearing aids	CE 0459
Phonak Naída P90-PR	2021
Phonak Naída P70-PR	2021
Phonak Naída P50-PR	2021
Phonak Naída P30-PR	2021
Phonak Naída P-PR Trial	2021
Non wireless charging accessory	CE
Phonak Charger BTE RIC	2019



Your hearing aid and charger details

ⓘ If no box is checked and you do not know the model of your hearing aid or charging accessory, please ask your hearing care professional.

ⓘ The hearing aids described in this user guide contain a built-in and non-removable rechargeable lithium-ion battery.

ⓘ Please also read safety information regarding handling rechargeable hearing aids (chapter 24).

Hearing aid models

☐ Naída P-PR (P90/P70/P50/P30)

☐ Naída P-PR Trial

Charging accessory

☐ Charger BTE RIC
incl. power supply
and USB cable (< 3 m)

Earpieces

☐ Classic earmold

☐ Dome

☐ SlimTip

Your hearing aids and charger have been developed by Phonak – the world leader in hearing solutions based in Zurich, Switzerland.

These premium products are the result of decades of research and expertise and are designed to keep you connected to the beauty of sound! We thank you for making such a great choice and wish you many years of listening pleasure.

Please read the user guide carefully to make sure that you understand and get the best out of your hearing aids. For more information regarding features, benefits, setup, use and maintenance or repairs of your hearing aid and accessories – contact your hearing care professional or manufacturer representative. Additional information can be found in the data sheet of your product.

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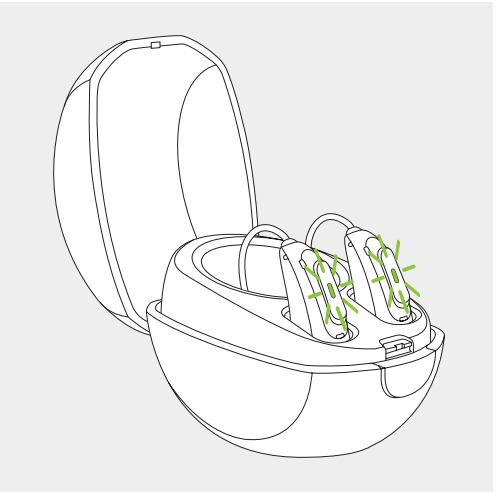
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1. Quick guide

Charging your hearing aid

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

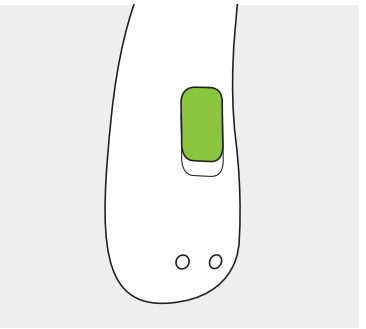
After placing your hearing aid in the charger, the indicator light will show the charging state of the battery until the hearing aid is fully charged. When fully charged the indicator light will be constantly on, i.e. solid green light.

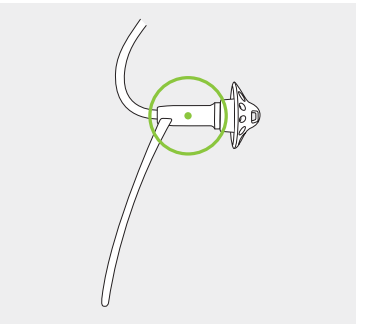


Left & right hearing aid markings

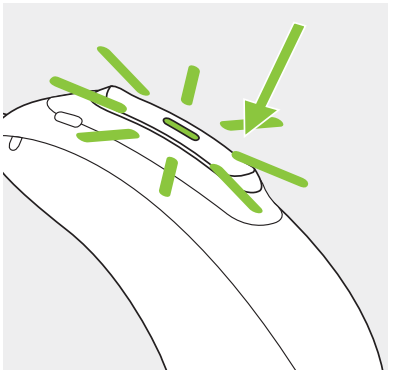
Blue marking for
left hearing aid.

Red marking for
right hearing aid.





Multi-function button with indicator light



The button has several functions.
It functions as an on/off switch, a volume control and/or a program change depending on the hearing aid programming. This is indicated in your individual instructions.

Phone calls: If paired with a Bluetooth® enabled phone, a short press will accept and a long press will reject an incoming call.

On/Off: Firmly press the lower part of the button for 3 seconds until the indicator light blinks.
On: indicator light is solid green
Off: indicator light is solid red

Enter flight mode: When device is off, press the lower part of the button for 7 seconds until the solid orange light appears. Then release the button.

Tap Control (only available for models P90 and P70)

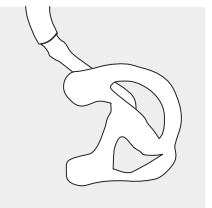
If paired with a Bluetooth enabled device, multiple functions can be accessed using Tap Control, please refer to chapter 10. This is also indicated in your individual instructions.
To use Tap Control tap the top of your ear twice.

2. Parts of the hearing aid & charger

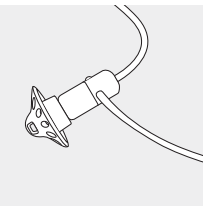
The following pictures show the hearing aid model and charger accessory described in this user guide. You can identify your personal models by:

- checking "Your hearing aid & charger details" on page 3.
- comparing your earpiece, hearing aid and charger with the following models.

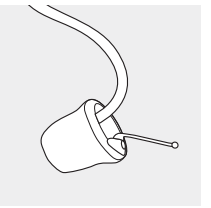
Possible earpieces



Classic earmold

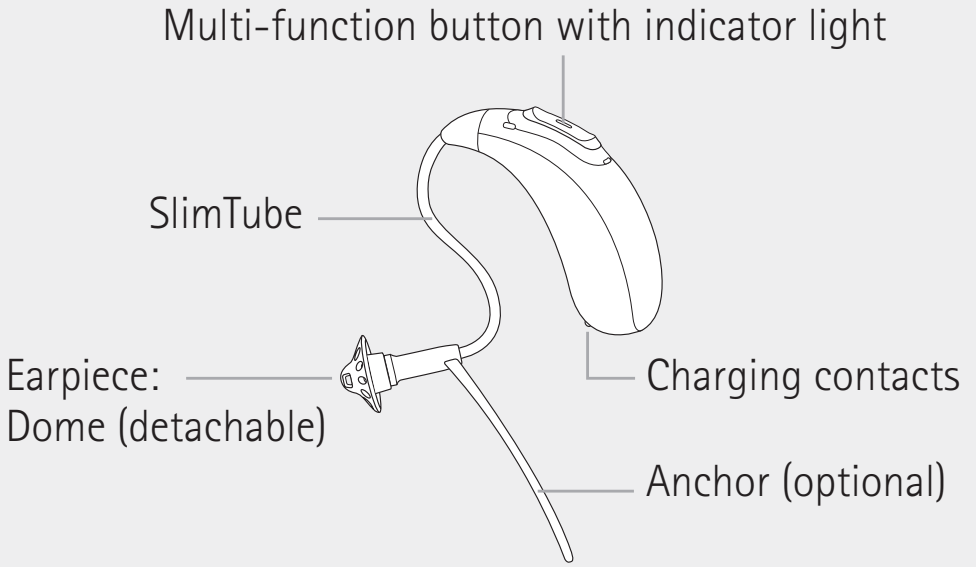


Dome

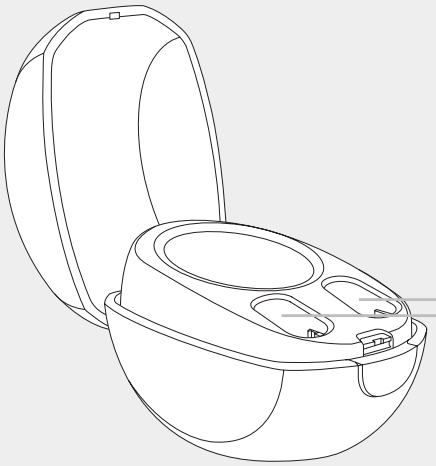


SlimTip

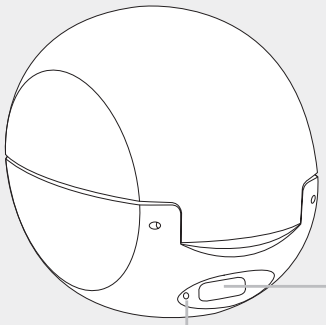
Naída P-PR / Naída P-PR Trial



Charger

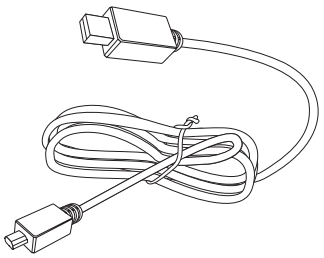


Hearing aid charging slots
with left/right indicators

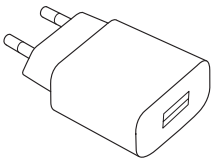


USB-C connection to
external power supply

Indicator light for power



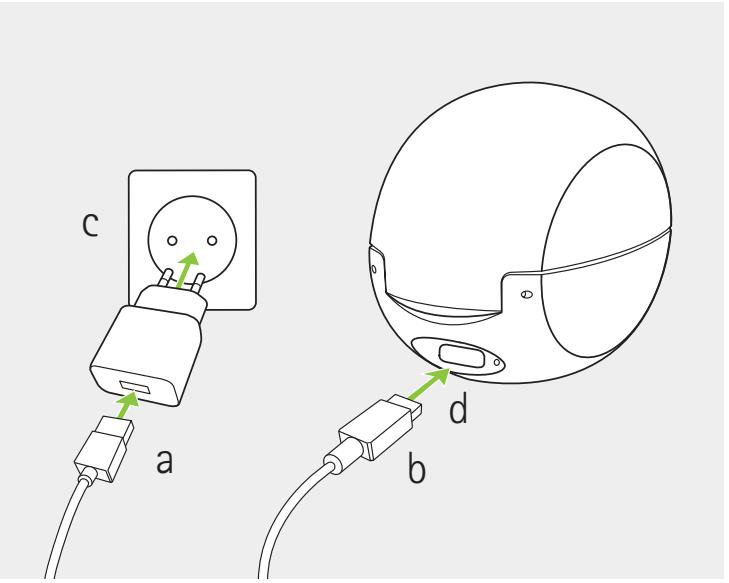
USB cable (< 3 m)



Power supply

3. Preparing the charger

Connecting the power supply



a) Plug the larger end of the charging cable into the power supply.
b) Plug the smaller end into the USB port on the charger.
c) Plug the power supply into a power outlet.
d) The indicator light is green when the charger is connected to the power supply.

Power supply specification	
Power supply output voltage	5 VDC +/-10%, current 1 A
Charger input voltage	5 VDC +/-10%, current 1 A
USB cable specifications	5 V min. 1 A, USB-A to USB-C, maximum length 3 m

4. Charging the hearing aids

ⓘ Low power: You will hear two beeps when the battery is low. You will have approximately 60 minutes before you have to charge the hearing aids (this can vary, depending on the hearing aid settings).

ⓘ The hearing aid contains a built-in and non-removable rechargeable lithium-ion battery.

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

ⓘ The hearing aid must be dry before charging, see chapter 18.

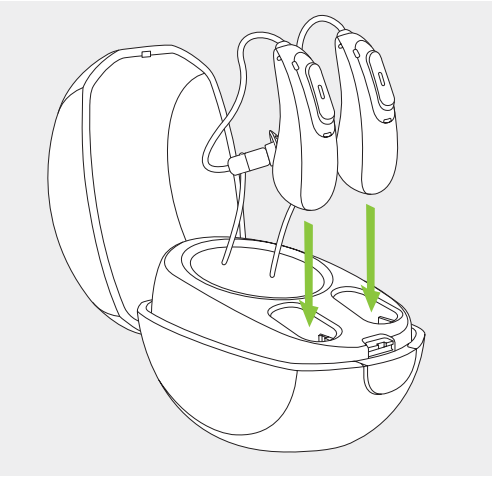
ⓘ Please ensure to charge and use the hearing aid within operating temperature range:
+5° to +40° Celsius (41° to 104° Fahrenheit).

4.1 Using the charger

Please refer to chapter 3 for how to set up the charger.

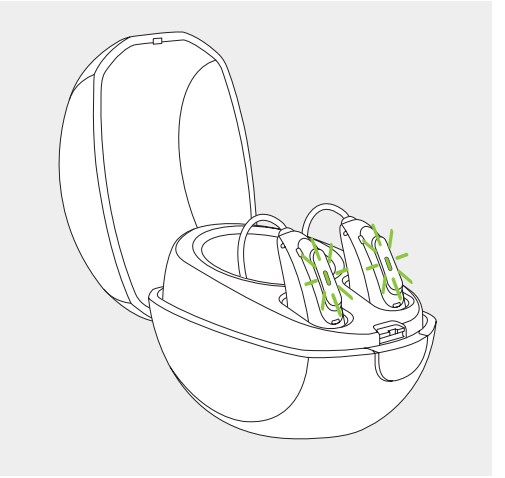
1.

Insert the hearing aid into the charging slots. Make sure the left and right hearing aid markings match the left (blue), right (red) indicators next to the charging slots. The hearing aids will automatically be switched off when inserted into the charger.



2.

The indicator light will show the charging state of the battery until the hearing aid is fully charged. When fully charged the indicator light will remain on, i.e. solid green light.



The charging process will automatically stop when the batteries are fully charged, so the hearing aid can be safely left in the charger. It can take up to 3 hours to charge the hearing aid. The charger lid can be closed while charging.

Charging times

Indicator light	Charging state	Approx. charging times
🔴 🔴 🔴	0 – 10%	
🟡 🟡 🟡	11 – 80%	30 min (30%) 60 min (50%) 90 min (80%)
🟢 🟢 🟢	81 – 99%	
🟢	100%	3 h

3.

Remove the hearing aid from the charger by

1. pulling the hearing aid gently toward yourself and
2. lifting it out of the charger.



ⓘ Do not hold the tube to remove the hearing aid from the charger as this can damage the tube.

The hearing aid switches on automatically when removed from the charger. The indicator light starts blinking. The solid green light indicates the hearing aid is ready.

If you unplug the charger while the hearing aid is charging inside, please make sure to turn off the hearing aid to prevent discharge.

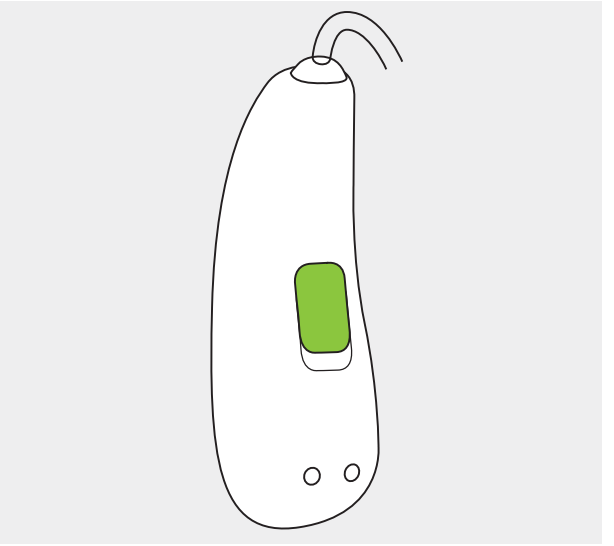
ⓘ If you insert the hearing aid into the unplugged charger, turn off your hearing aid before inserting it.

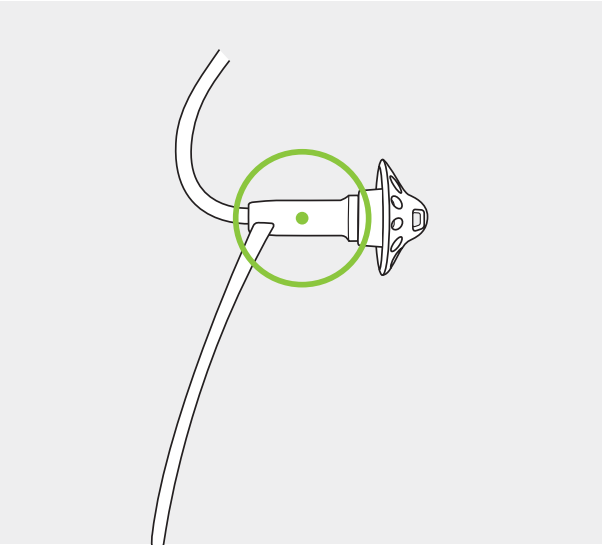
5. Left & right hearing aid markings

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

Blue marking
for **left hearing aid.**

Red marking
for **right hearing aid.**

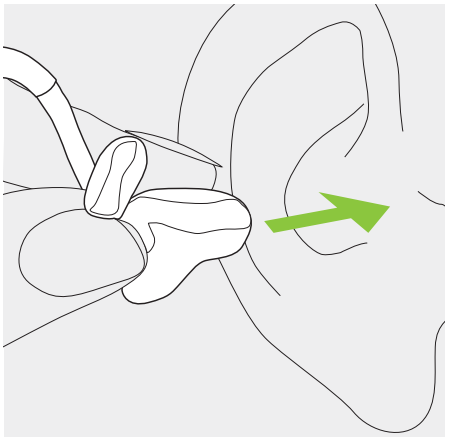




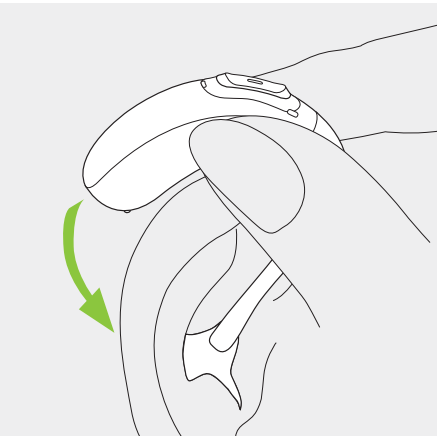
6. Putting on the hearing aid

6.1 Putting on the hearing aid with classic earmold

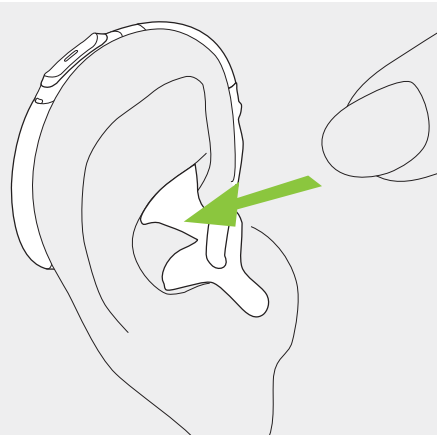
1.
Take the earmold up to your ear and place the ear canal part into your ear canal.



2.
Place the hearing aid behind your ear.

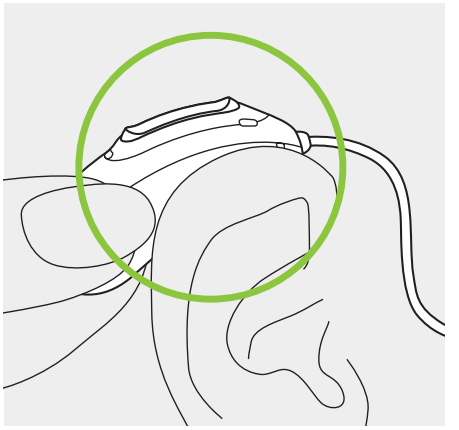


3.
Insert the upper part of the earmold into the upper part of the bowl of your ear.

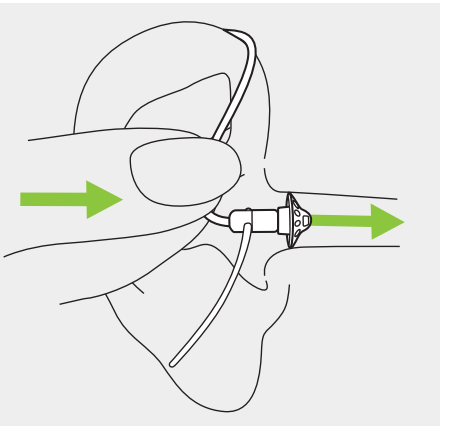


6.2 Putting on the hearing aid with dome or SlimTip

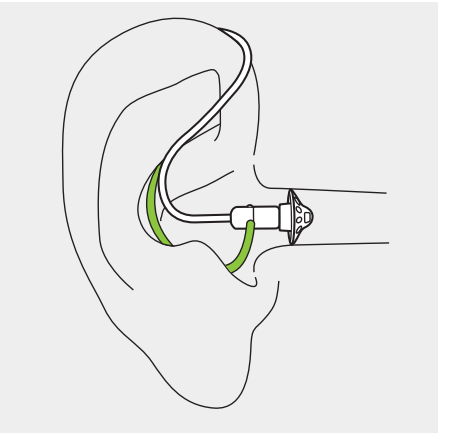
1.
Place the hearing aid behind your ear.



2.
Insert the earpiece into your ear canal.



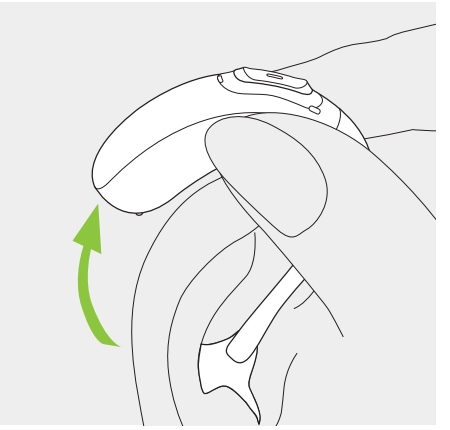
3.
If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.



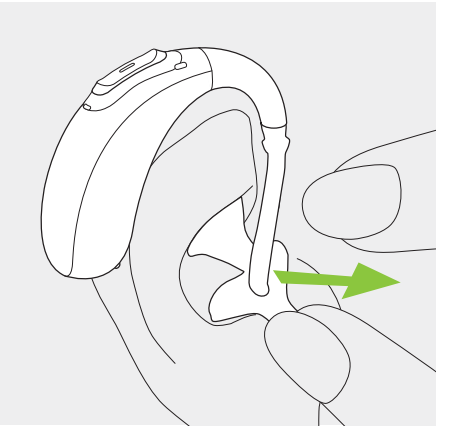
7. Removing the hearing aid

7.1 Removing the hearing aid with classic earmold

1.
Lift the hearing aid above the upper part of your ear.



2.
Grasp the earmold with your fingers and gently remove it.

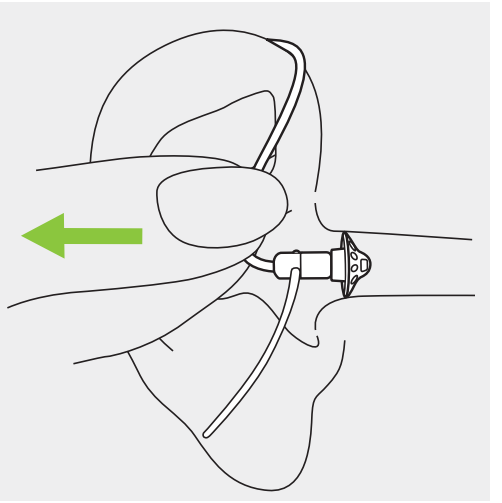


ⓘ Please try to avoid gripping the tube to remove the hearing aid.

7.2 Removing the hearing aid with dome or SlimTip

1.

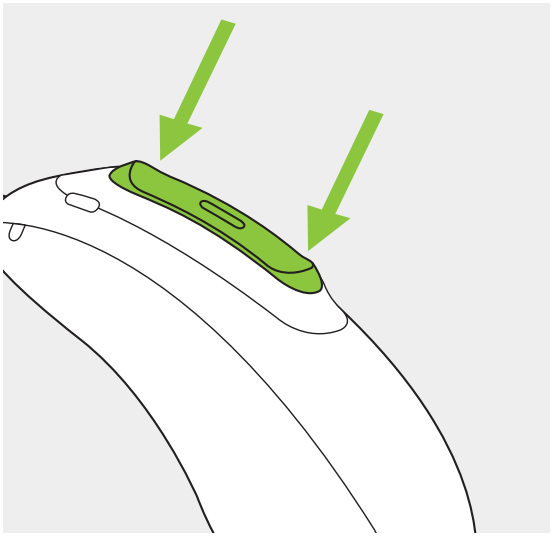
Pull on the bend of the tube and remove the hearing aid from behind the ear.



8. Multi-function button with indicator light

The multi-function button has several functions.

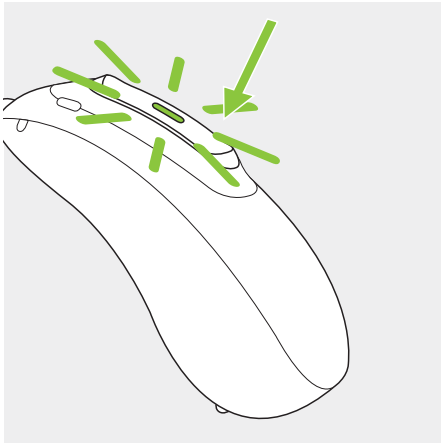
It functions as an on/off switch, a volume control and/or a program change depending on the hearing aid programming. This is indicated in your individual "Hearing aid instructions". Please ask your hearing care professional for a printout.



If the hearing aid is paired with a Bluetooth® enabled phone, a short press on the upper or the lower part of the button will accept an incoming call and a long press will reject an incoming call – refer to chapter 13.

9. On/Off

Switch on hearing aid



The hearing aid is configured to switch on automatically when removed from the charger. If this function is not configured, firmly press and hold the lower part of the button for 3 seconds until the indicator light blinks. Wait until the solid green light indicates the hearing aid is ready.

Switch off hearing aid

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

● ● ●	Blinking green	Hearing aid is switching on
●	Solid red for 2 seconds	Hearing aid is switching off

ⓘ When you switch on the hearing aid you might hear a start-up melody.

10. Tap Control

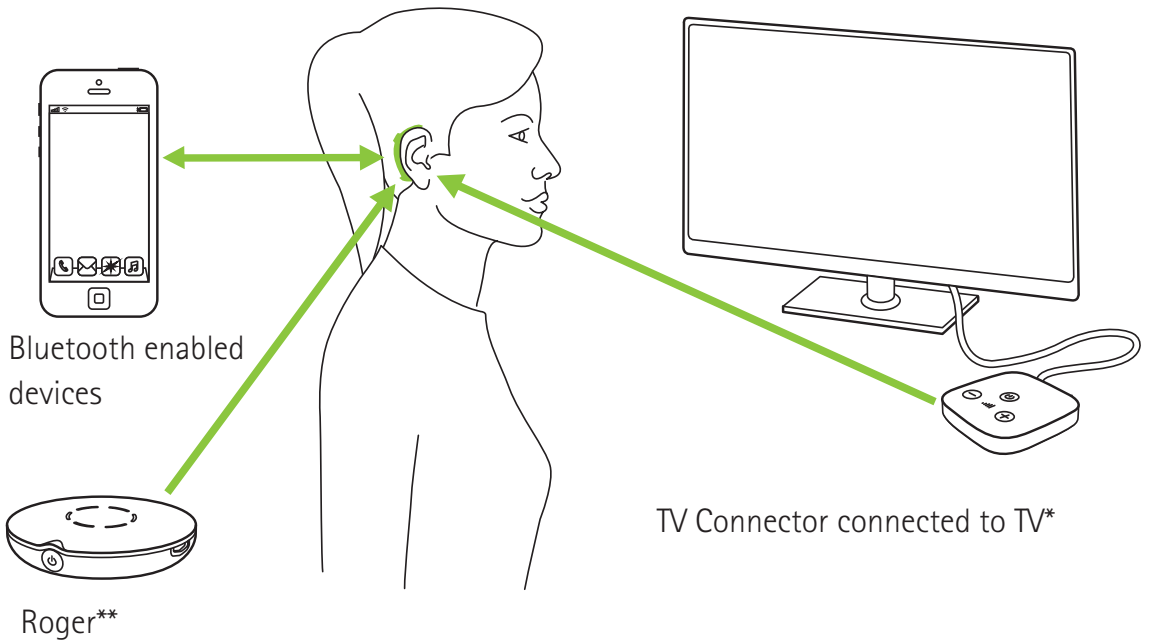
Tap Control is only available for models P90 and P70. If paired with a Bluetooth enabled device, multiple functions can be accessed using Tap Control e.g. accept/end phone call, pause/resume streaming, start/stop voice assistant. This is indicated in your individual "Hearing aid instructions".

To use Tap Control tap the top of your ear twice.



11. Connectivity overview

The illustration below shows the connectivity options available for your hearing aid.



* The TV Connector can be connected to any audio source such as a TV, PC or hi-fi system.

** Roger wireless microphones can be connected to your hearing aids as well.

12. Initial pairing

12.1 Initial pairing to a Bluetooth® enabled device

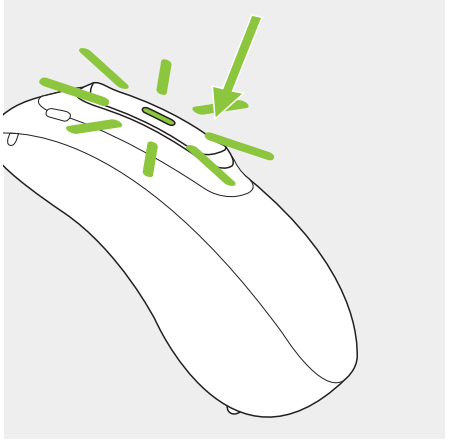
ⓘ It is only necessary to perform the pairing procedure once with each device featuring Bluetooth wireless technology. After the initial pairing, your hearing aid will connect automatically to the device. Initial pairing can take up to 2 minutes.

1.

On your device (e.g. a phone), ensure that Bluetooth wireless technology is enabled and search for Bluetooth enabled devices in the connectivity setting menu.

2.

Switch on both hearing aids. You now have 3 minutes to pair your hearing aids with your device.



3.

Your device shows a list of Bluetooth enabled devices. Select the hearing aid from the list to simultaneously pair both hearing aids. A beep confirms successful pairing.

ⓘ For more information about pairing instructions for Bluetooth wireless technology, specific to some of the most popular phone manufacturers, go to: https://www.phonak.com/com/en/support.html

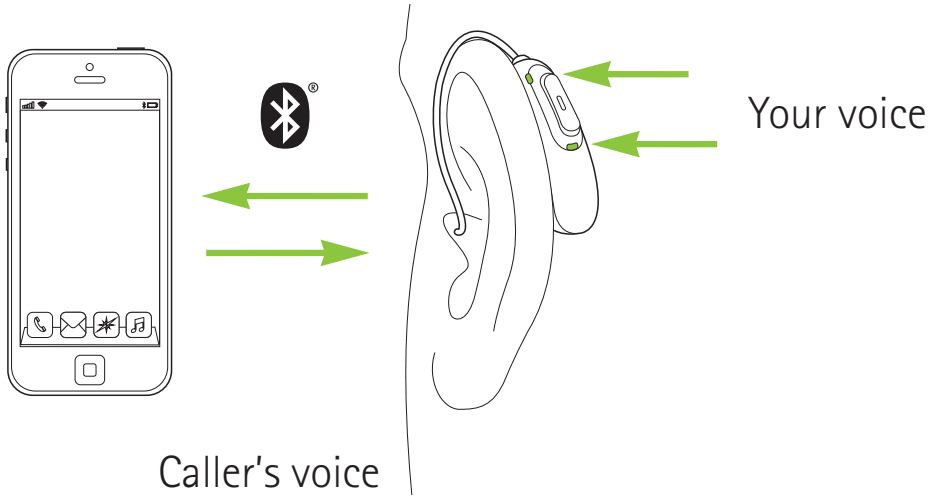
12.2 Connecting to the device

After your hearing aids have been paired to your device, they will automatically connect again when switched on.

ⓘ The connection will be maintained as long as the device remains ON and within range.
ⓘ Your hearing aid can be connected to up to two devices and paired to up to eight devices.

13. Phone calls

Your hearing aids connect directly with Bluetooth® enabled phones. When paired and connected to your phone, you will hear the caller's voice directly in your hearing aids. Your voice is picked up by the hearing aid microphones and transmitted to the phone.



Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

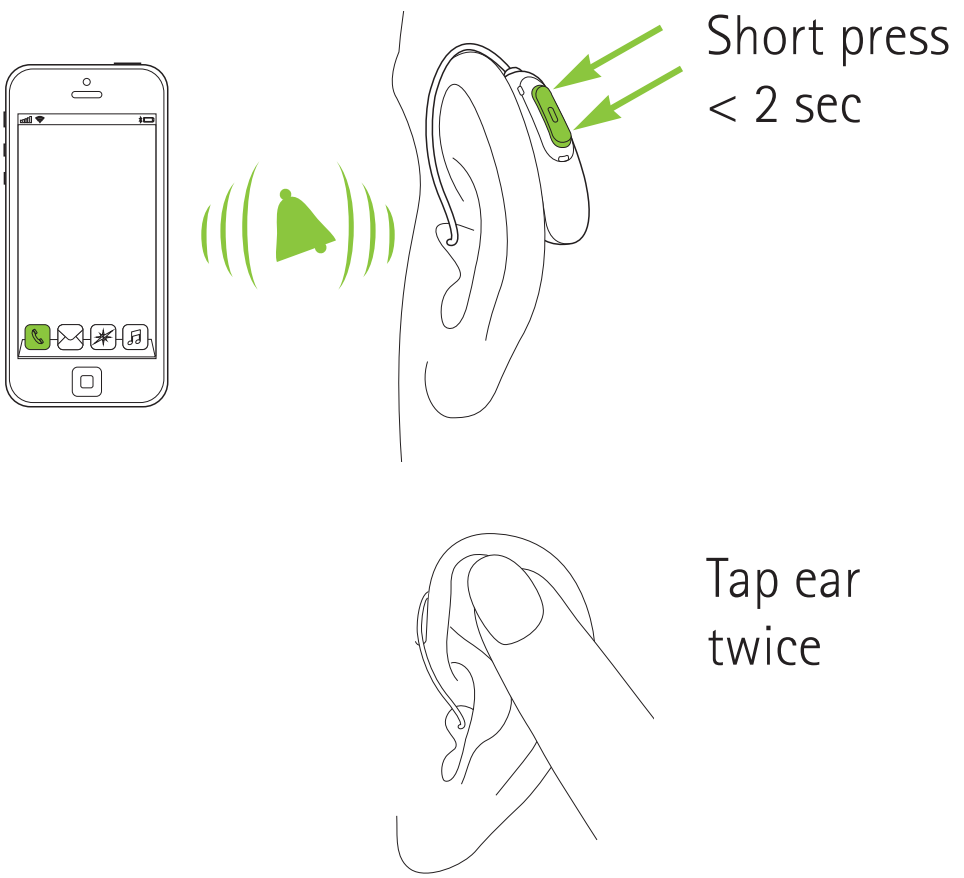
13.1 Making a call

Enter the phone number and press the dial button.
You will hear the ring tone through your hearing aids.
Your voice is picked up by the hearing aid microphones and transmitted to the phone.

Alternatively, for models P90 and P70, tap the top of your ear twice to request the voice assistant to dial the phone number.

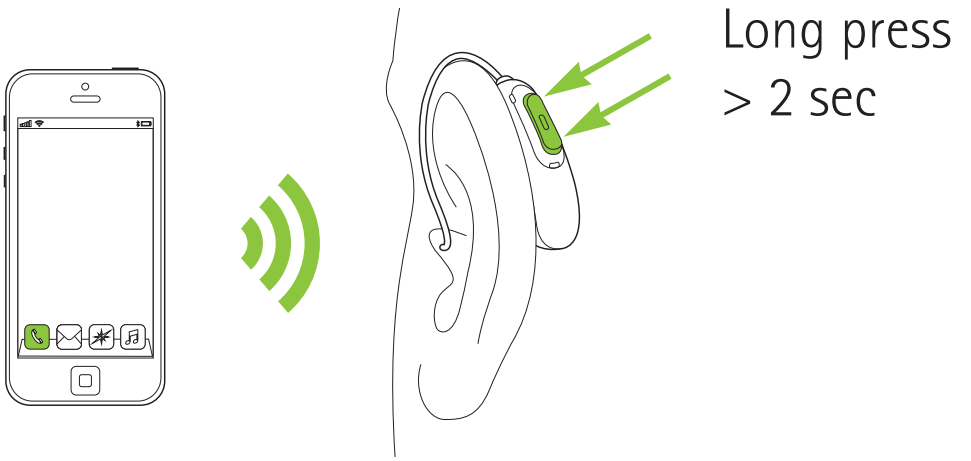
13.2 Accepting a call

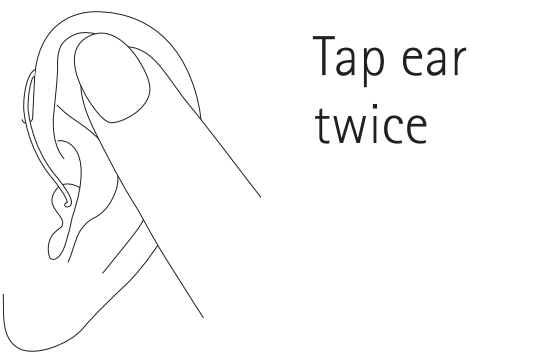
When receiving a call, a calling notification will be heard in the hearing aids.
The call can be accepted by tapping the top of your ear twice (only available for models P90 and P70), a short press on the upper or lower part of the multi-function button on the hearing aid (less than 2 seconds) or directly on your phone.



13.3 Ending a call

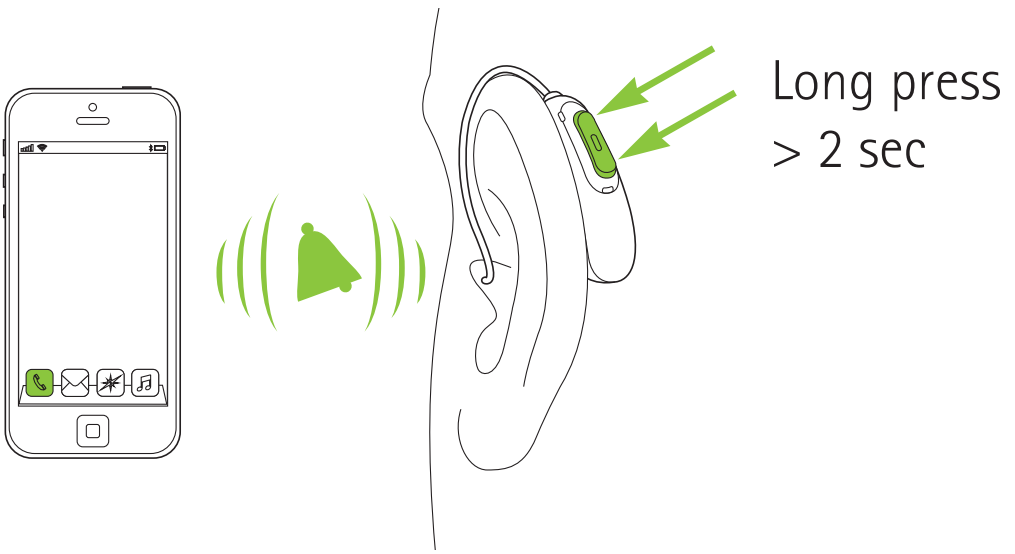
A call can be ended by tapping the top of your ear twice (only available for models P90 and P70), a long press on the upper or lower part of the multi-function button on the hearing aid (more than 2 seconds) or directly on your phone.





13.4 Rejecting a call

An incoming call can be rejected by a long press on the upper or lower part of the multi-function button on the hearing aid (more than 2 seconds) or directly on your phone.



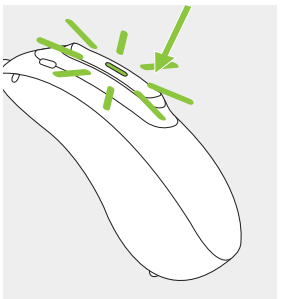
14. Flight mode

Your hearing aid operates between 2.4 GHz–2.48 GHz frequency range. When flying some operators require all devices to be switched into flight mode. Entering flight mode will not disable normal hearing aid functionality, only the Bluetooth connectivity functions.

14.1 Enter flight mode

To disable the wireless function and enter flight mode in each hearing aid:

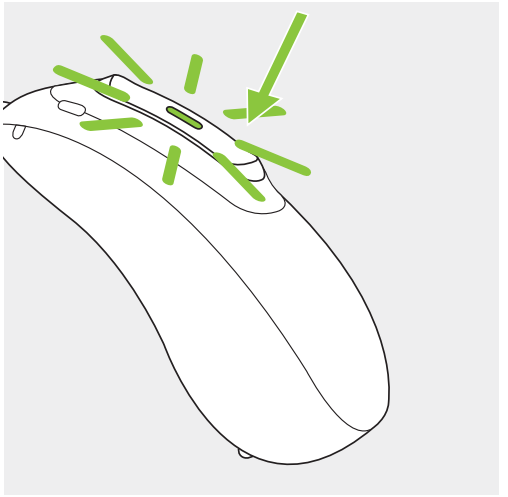
1.	●	If the hearing aid is turned off, proceed to Step 2. If the hearing aid is on, turn it off by pressing and holding the lower part of the button for 3 seconds, until the indicator light turns solid red for 2 seconds, signifying that the hearing aid is switching off.
2.	● ● ●	Press and hold the lower part of the button. The green indicator light blinks when the hearing aid starts up.
3.	●	Keep pressing the button for 7 seconds, until the indicator light is solid orange, then release the button. The solid orange light indicates the hearing aid is in flight mode.



In flight mode, your hearing aid cannot connect directly to your phone.

14.2 Exit flight mode

To enable the wireless function and exit flight mode in each hearing aid:
Switch the hearing aid off and then on again - refer to chapter 9.



15. Rebooting your hearing aid

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

1.

Press the lower part of the button for at least 15 seconds. It does not matter if the hearing aid is switched on or off before you start pressing the button. There is no light or acoustic notification at the end of the 15 seconds.

2.

Place the hearing aid in the power-connected charger and wait until the indicator light blinks green. This can take up to 30 seconds. The hearing aid is now ready to use.

16. Join our hearing loss community!

On HearingLikeMe.com you will find:

- **Living with Hearing Loss**

A set of interesting articles on how to live with hearing loss.

- **Forum**

A forum to meet and engage with a growing number of people who face the same challenges.

- **Blog**

A blog to keep up-to-date with the latest news on anything hearing.

HearingLikeMe.com

17. Operating, transport and storage conditions

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

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

	Use	Charging	Transport	Storage
Temperature				
Maximum range	+5° to +40°C (41° to 104°F)	+5° to +40°C (41° to 104°F)	-20° to +60°C (-4° to 140°F	-20° to +60°C (-4° to 140°F)
Recommended range	+5° to +40°C (41° to 104°F)	+7° to +32°C (45° to 90°F)	0° to +20°C (32° to 68°F)	0° to +20°C (32° to 68°F)
Humidity				
Maximum range	0% to 85% (non condensing)	0% to 85% (non condensing)	0% to 70%	0% to 70%
Recommended range	0% to 60% (non condensing)	0% to 60% (non condensing)	0% to 60%	0% to 60%
Atmospheric pressure	500 hPa to 1060 hPa	800 hPa to 1060 hPa	500 hPa to 1060 hPa	500 hPa to 1060 hPa

Please ensure to charge the hearing aids regularly during long-term storage.

These hearing aids are classified IP68 (depth of 1 meter for 60 minutes) and designed to be used in all daily life situations. Therefore you do not have to worry about getting the hearing aids exposed to a rain shower or sweat. However, these hearing aids are not intended to be used in water activities that includes chlorinated water, soap, salt water or other liquids with a chemical content.

18. Care and maintenance

Diligent and routine care of your hearing aid and charger contribute to outstanding performance and a long service life. To ensure a long service life, Sonova AG provides a minimum of a five year service period after phase out of the respective hearing aid.

Please use the following specifications as a guideline. For further information regarding product safety, see chapter 24.2.

General information

Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Your hearing aids are resistant to water, sweat and dust under the following conditions:

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

⚠ Always make sure that the hearing aids and charger are dry and clean before charging.

Daily

Hearing aid: Inspect the earpiece for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse with water. If you need to clean your hearing aid intensively, ask your hearing care professional for advice.

Chargers: Make sure that charger slots are clean. Never use cleaning agents such as household detergents, soap, etc. for cleaning your charger.

Weekly

Hearing aid: Clean the earpiece with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in-depth maintenance instructions or for more than basic cleaning, please see your hearing care professional. Clean the charging contacts on the hearing aid with a soft, damp cloth.

Chargers: Remove dust or dirt from the charger slots.

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

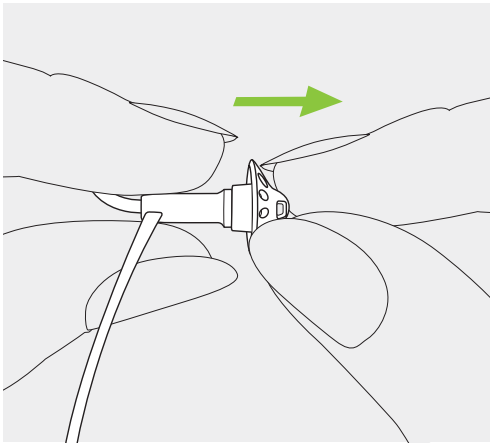
19. Exchanging the earpiece

If your hearing aid is fitted with a SlimTube, you may need to exchange or clean the earpiece.

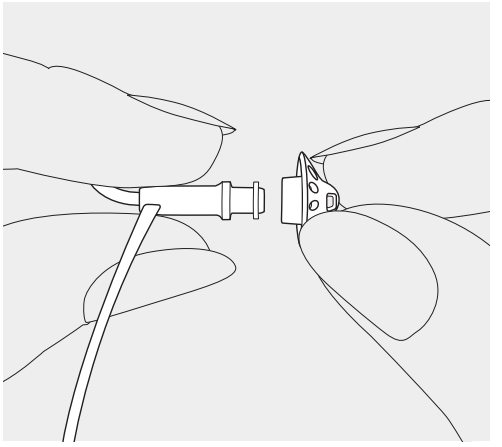
Please check the earpiece regularly and exchange or clean it if it looks dirty or if the hearing aid volume or sound quality is reduced. If a dome is used, it should be exchanged every 3 months.

19.1 Removing the earpiece from the SlimTube

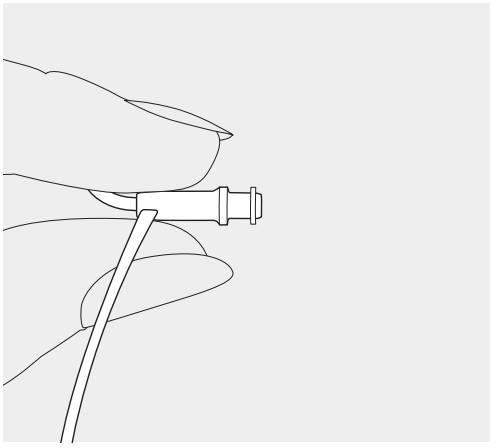
1.
Remove the earpiece from the SlimTube by holding the SlimTube in one hand and the earpiece in the other.



2.
Gently pull on the earpiece to remove.

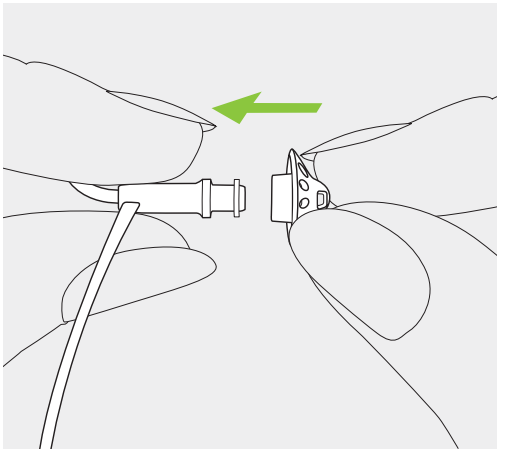


3.
Clean the SlimTube with a lint-free cloth.

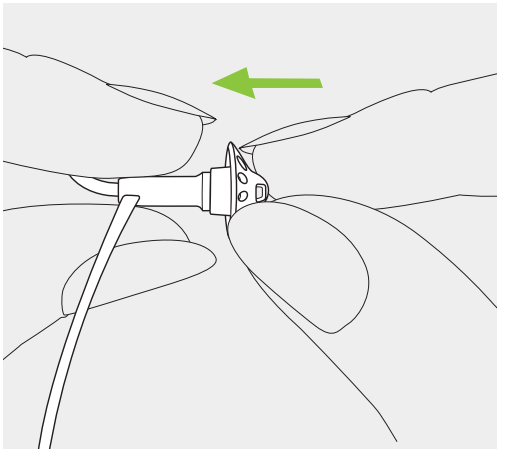


19.2 Attaching the earpiece to the SlimTube

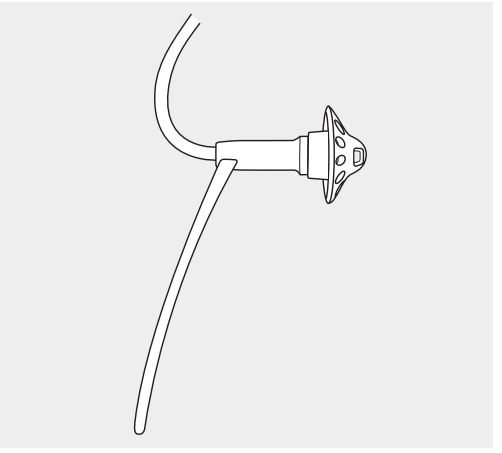
1.
Hold the SlimTube in one hand and the earpiece in the other.



2.
Slide the earpiece over the sound outlet.



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



20. Service and warranty

Local warranty

Please ask the hearing care professional where you purchased your hearing aids and charger about the terms of the local warranty.

International warranty

Sonova AG offers a one year limited international warranty, valid from the date of purchase. This limited warranty covers manufacturing and material defects in the hearing aid and charger respectively, but not accessories such as tubes, earpieces, external receivers. The warranty only comes into force if a proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial numbers

Hearing aid left side: _____

Hearing aid right side: _____

Charger BTE RIC: _____

Date of purchase: _____

_____

Authorized hearing care professional (stamp/signature):

21. Compliance information

Europe:

Declaration of Conformity for the hearing aid

Hereby Sonova AG declares that this product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU.
The full text of the EU Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on www.phonak.com/us/en/certificates
(Phonak worldwide locations).

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.
The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The hearing aids listed on page 2 are certified under:

Phonak Naída P-PR (P90/P70/P50/P30)
Phonak Naída P-PR Trial

USA	**FCC ID:** KWC-BPR
Canada	**IC:** 2262A-BPR

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:
1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:
Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

Notice 3:
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is

no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radio information of your hearing aid

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DPSK, GMSK
Radiated power	< 1 mW
Bluetooth®	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP

Compliance with emission and immunity standards

Emission standards	EN 60601–1-2:2015
	IEC 60601–1-2:2014
	EN 55011:2009+A1
	CISPR11:2009/AMD1:2010
	CISPR22:1997
	CISPR32:2012
	ISO 7637-2:2011
	CISPR25:2016
	EN 55025:2017

Immunity standards	EN 60601-1-2:2015
	IEC 60601-1-2:2014
	EN 61000-4-2:2009
	IEC 61000-4-2:2008
	EN 61000-4-3:2006+A1+A2
	IEC 61000-4-3:2006+A1+A2
	EN 61000-4-4:2012
	IEC 61000-4-4:2012
	EN 61000-4-5:2014
	IEC 61000-4-5:2014
	EN 61000-4-6:2014
	IEC 61000-4-6:2013
	EN 61000-4-8:2010
	IEC 61000-4-8:2009
	EN 61000-4-11:2004
	IEC 61000-4-11:2004
	IEC 60601-1 (§ 4.10.2):2005
	ISO 7637-2:2011

22. Information and description of symbols

CE XXXX	With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.
	This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.
	Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.
EC REP	Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.



This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



Important information for handling and product safety.



This symbol confers that the electromagnetic interference from the device is under limits approved by the US Federal Communications Commission.



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

	Indicates a device's compliance with the Brazilian General requirements for Products Certification.
	Japanese mark for certified radio equipment.
	Indicates the manufacturer's serial number so that a specific medical device can be identified.
	Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Indicates the date when the medical device was manufactured.
	Indicates that the device is a medical device.

	This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.
	Temperature during transportation and storage: -20° to +60° Celsius (-4° to +140° Fahrenheit)
	Humidity during storage: 0% to 70%, if not in use. See instruction in chapter 24.2 regarding drying the hearing aid after use.
	Atmospheric pressure during transportation and storage: 500 hPa to 1060 hPa
	During transportation keep dry.



The symbol with the crossed-out garbage bin is to make you aware that this hearing aid and charger may not be thrown away as normal household waste. Please dispose of old or unused hearing aids and charger, at waste disposal sites intended for electronic waste, or give your hearing aid and charger to your hearing care professional for disposal.
Proper disposal protects the environment and health.

Symbols applicable to the European power supply only

	Power supply with double isolation.
	Device designed for indoor use only.
	Safety isolating transformer, short circuit proof.

23. Troubleshooting

Problem	Causes
Hearing aid whistles	Hearing aid not inserted correctly into ear
	Cerumen in ear canal
Hearing aid too loud	Volume too loud
Hearing aid not loud enough or distorted	Volume too low
	Low battery
	Earpiece blocked
	Hearing has changed
Hearing aid plays two beeps	Indication for low battery
Hearing aid not functioning (no amplification)	Earpiece blocked
	Hearing aid switched off
	Battery fully discharged
Hearing aid will not switch on	Battery fully discharged
	Button was inadvertently deactivated by pressing the button longer than 15 seconds
Indicator light on hearing aid does not light up when hearing aid placed in charging slots	Hearing aid not inserted correctly into charger
	Charger not connected to power source
	Battery fully discharged

Please check https://www.phonak.com/com/en/support.html for further information.

What to do
Insert hearing aid correctly (chapter 6)
Contact your hearing care professional
Decrease volume if volume control available (chapter 8)
Increase volume if volume control available (chapter 8)
Charge hearing aid (chapter 4)
Clean earpiece (chapter 18)
Contact your hearing care professional
Charge hearing aid (chapter 4)
Clean earpiece (chapter 18)
Press the lower part of the multi-function button for 3 seconds (chapter 9)
Charge hearing aid (chapter 4)
Charge hearing aid (chapter 4)
Perform step 2 of the rebooting process (chapter 15)
Insert hearing aid correctly into charger (chapter 4)
Connect charger to external power supply (chapter 3)
Wait three hours after placing hearing aid in charger, regardless of LED behavior

Problem	Causes
Indicator light on hearing aid is solid red while hearing aid is in the charger	Dirty charging contacts
	Hearing aid out of its operating temperature range
	Faulty battery
Indicator light on hearing aid switches off when hearing aid is removed from charger	"Auto On" feature disabled
Indicator light on hearing aid remains solid green after removal from charger	Indicator light on hearing aid was red when hearing aid was placed into charger
Battery does not last the whole day	Shortened battery life
Phone call function does not work	Hearing aid in flight mode
	Hearing aid not paired to the phone
Charging does not start	Charger not connected to power supply
	Hearing aid not inserted correctly into charger

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

What to do
Clean contacts of hearing aid and charger
Warm hearing aid up. Operating temperature range is +5° to +40° Celsius (+41° to +104° Fahrenheit)
Contact your hearing care professional
Switch on hearing aid (chapter 9)
Reboot hearing aid (chapter 15)
Contact your hearing care professional. A battery replacement may be required
Switch hearing aid off and then on again (chapter 14.2)
Pair it to the phone (chapter 12)
Connect charger to power supply (chapter 3)
Insert hearing aid correctly into charger (chapter 4)

24. Important safety information

Please read the information on the following pages before using your hearing aid and charger.

Intended use
The hearing aid is intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing.

The Phonak Tinnitus Balance software feature is intended for use by people with tinnitus who also desire amplification. It provides supplementary noise stimulation which can help defocus the user`s attention from their tinnitus.

Indications
Presence of hearing loss.
Presence of hearing loss in combination with tinnitus.

Contraindications
Evidence of active or chronic middle or outer ear pathology, evidence of chronic inflammation.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

The hearing aids are suitable for the home healthcare environment and due to their portability it may happen that they are used in professional healthcare facility environments like physician offices, dental offices etc.

Target population

The target population is primarily the adult population over 18 years of age. This product may also be used with children 36 months of age or older. Individuals with cognitive impairment should be supervised at all times to ensure their safety.

The target group for the Phonak Tinnitus Balance software feature are adults 18 years of age or older with tinnitus who also desire amplification.

Any serious incident that has occurred in relation to the hearing aid, should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:
a) the death of a patient, user or other person
b) the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
c) a serious public health threat

To report an unexpected operation or event, please contact the manufacturer or a representative.

24.1 Hazard warnings

⚠ The rechargeable hearing aids contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.

⚠ Your hearing aids operate between 2.4 GHz -2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched into flight mode, see chapter 14.

⚠ The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.

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

⚠ Do not use the hearing aids and charger in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.

⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal. To prevent pushing the dome towards the eardrum, never try to re-insert the tube into the ear canal.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ This hearing aid is not for children below 36 months. The usage of this device by children and individuals with cognitive impairment should be supervised at all times to ensure their safety. The hearing aid is a small device and contains small parts. Do not leave children and individuals with cognitive impairment unsupervised with this hearing aid. If swallowed, consult a physician or hospital immediately as the hearing aid or its parts can cause choking!

⚠ Keep the charger out of reach of children, individuals with cognitive impairment and pets.

⚠ Do not cover the whole charger while charging, e.g. with a cloth etc.

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

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- Keep magnets (i.e. EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
- If using a Phonak wireless accessory, consult the chapter "Important safety information" in your wireless accessory user guide.

⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.

⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the hearing aids, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.

⚠ The USB port of the charger is to be used for the described purpose only.

⚠ For charger, use only IEC/EN62368-1 and/or IEC/EN60601-1 certified equipment with an output rating of 5 VDC. Min. 500 mA.

⚠ Hearing aids should not be fitted with dome when used by clients with perforated eardrums, inflamed ear canals or otherwise exposed middle ear cavities. In these cases, we recommend the use of a classic earmold. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a physician for safe removal.

⚠ Avoid strong physical impacts to the ear when wearing a hearing aid with customized earpiece. The stability of customized earpieces is designed for normal use. A strong physical impact to the ear (e.g. during sports) may cause the customized earpiece to break. This may lead to perforation of the ear canal or eardrum.

⚠ After mechanical stress or shock to the customized earpiece, please ensure that it is intact before placing it in the ear.

24.2 Information on product safety

ⓘ These hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aid in water! These hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aid before these activities, as the hearing aid contains sensitive electronic parts.

ⓘ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.

ⓘ Protect your hearing aid and charger from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid or charger (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.

ⓘ Do not place the charger close to an induction cooking surface. Conductive structures inside the charger could absorb inductive energy resulting in thermal destruction.

ⓘ The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.

ⓘ Do not drop your hearing aid or charger! Dropping onto a hard surface can damage your hearing aid or charger.

ⓘ Charger and power supply must be protected against shocks. If the charger or power supply is damaged after a shock, the devices must not be used anymore.

ⓘ If you are not using your hearing aid for a long period of time, store it in a well ventilated location. This allows moisture to evaporate from your hearing aid and prevents a potential impact on its performance.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examinations with MRI/NMRI scans, generating magnetic fields.

  Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

ⓘ Do not use your hearing aid or your charger in areas where electronic equipment is prohibited.

ⓘ The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.

ⓘ Only use the charger described in this user guide for charging your hearing aids, otherwise the devices may be damaged.

ⓘ Your hearing aids contain lithium-ion batteries with a Watt hour rating <20 Wh which have been tested according to UN 38.3 of the "UN Manual of Tests and Criteria" and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion batteries.

Notes

Your hearing care professional:

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sonova
HEAR THE WORLD

CE 0459