

**PHILIPS**

**HearLink**

Behind-the-Ear  
Hearing Aids

BTE SP, BTE UP



Made for

 iPhone | iPad | iPod

# Instructions for Use

## Model overview

This booklet is valid for the HearLink 020 family in the following hearing aid models:

- BTE SP (Battery size 13)
- BTE UP (Battery size 675)

### FW 1.0

- HearLink 7020                      GTIN: (01) 05714464003051  
(HEB7021, HEB7022)
- HearLink 3020                      GTIN: (01) 05714464003068  
(HEB3021, HEB3022)
- LED light for visual indication. Helps caregivers, parents, and teachers to operate the hearing aid and to give instructions on relevant functions and modes (see relevant information throughout the booklet).

# Introduction to this booklet

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

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

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

| **About** | [Getting started](#) | [Daily use](#) | [Options](#) | [Warnings](#) | [More info](#) |

For your convenience, this booklet contains a navigation bar to help you easily navigate through the different sections.

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

## Intended use

<b>Intended use</b>	The hearing aid is intended to amplify and transmit sound to the ear.
<b>Indications for use</b>	Bilateral or unilateral impaired hearing of sensorineural, conductive, or mixed type ranging from a mild (30 dB HL*) to profound (107 dB HL*) degree of hearing loss, with an individual frequency configuration.
<b>Intended user</b>	Person with hearing loss using a hearing aid and their caregivers. Hearing care professional responsible for adjusting the hearing aid.
<b>Intended user group</b>	Infants, children, and adults.
<b>Use environment</b>	Indoor and outdoor.
<b>Contraindications</b>	Users of active implants must pay special attention when using the hearing aid. For more information read the <b>Warnings</b> section.
<b>Clinical benefits</b>	The hearing aid is designed to provide better speech understanding to help ease communication with the aim of improving quality of life.

*\*As specified by the American Speech-Language-Hearing Association, [asha.org](http://asha.org), using pure-tone average of 0.5, 1 and 2 kHz.*

**IMPORTANT NOTICE**

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

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## Getting started

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## Daily use

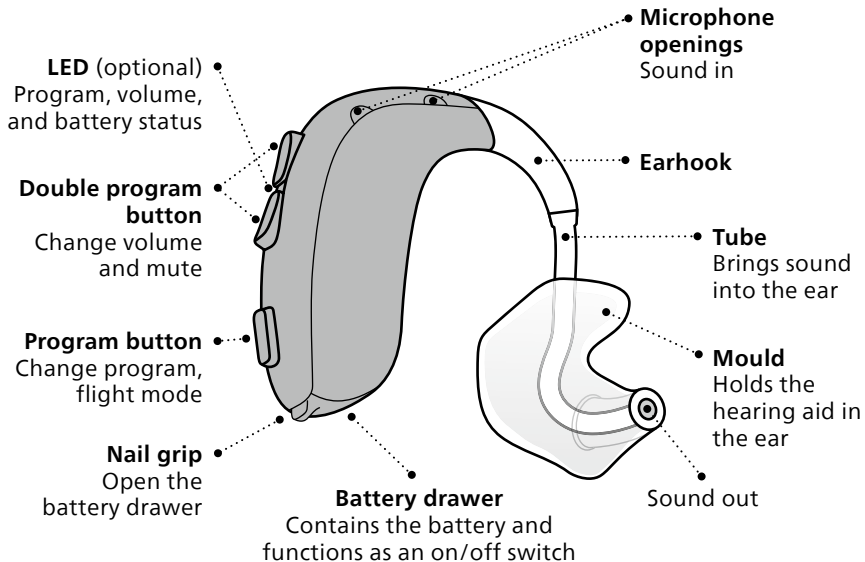
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# Hearing aid parts and functions



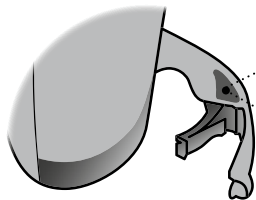


The handling of BTE SP and BTE UP is the same. Therefore the illustrations in this booklet only show the BTE SP.

## Identify left and right hearing aid

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

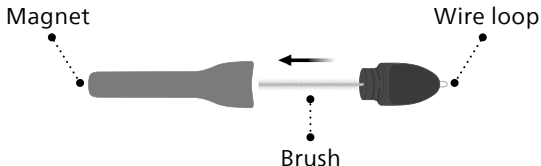
You can find left/right colour indicators in the battery drawer. Indicators can also be found on the moulds.



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

## MultiTool for handling batteries and cleaning

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



### **IMPORTANT NOTICE**

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

## Turn the hearing aid ON and OFF

The battery drawer is used to turn the hearing aid ON and OFF. To save battery life, make sure your hearing aid is turned OFF when you are not wearing it. When you turn ON the hearing aid, it will play a jingle. When you turn it OFF, it will play four descending tones.

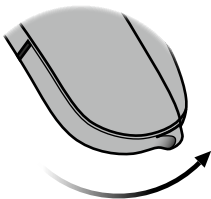
If you wish to return to the standard settings of the hearing aid, simply open and close the battery drawer.

### Optional LED

Two long green flashes indicate that the hearing aid is turned on.

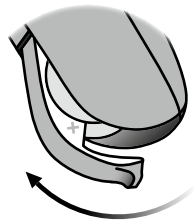
#### Turn ON

Close the battery drawer with the battery in place.



#### Turn OFF


Open the battery drawer.



## When to replace the battery

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

 **Three alternate tones\***  
= The battery is running low

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

### Battery tip

Keep a spare battery with you at all times to ensure your hearing aid always works.

### Optional LED

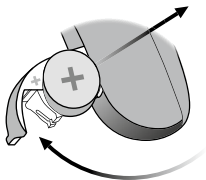
Continuous orange flashes indicate low battery.

\* Bluetooth® will be turned off and it will not be possible to use wireless accessories.

Note: Batteries need to be replaced more often if you are streaming to your hearing aid.

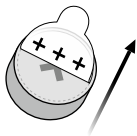
# How to replace the battery

## 1. Remove



Fully open the battery drawer. Remove the battery.

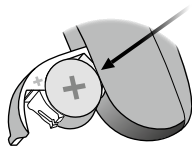
## 2. Uncover



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

Tip:  
Wait 2 minutes for the battery to draw air to ensure optimal functioning.

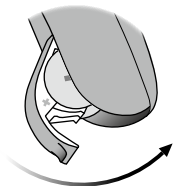
## 3. Insert



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

Insert it from above, NOT from the side.

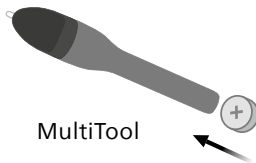
#### 4. Close



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

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

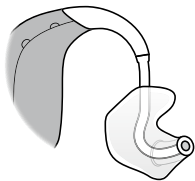
#### Tip



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

The MultiTool is provided by your hearing care professional.

## Put on the hearing aid



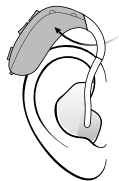
The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

### Step 1



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

### Step 2



Place the hearing aid behind your ear.

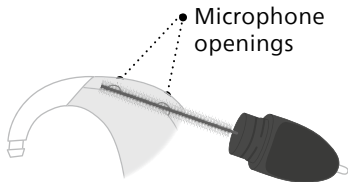


## Caring for the hearing aid

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

### Clean the microphone openings

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



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

### **IMPORTANT NOTICE**

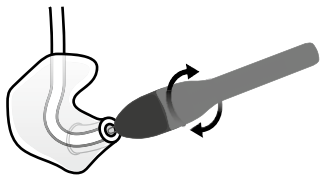
To clean the hearing aids, use a soft, dry cloth. The hearing aids must never be washed or immersed in water or other liquids.

## Clean the mould

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

## Replace the tube

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



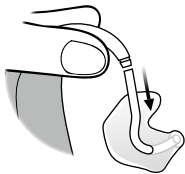
## Wash the mould

### Step 1



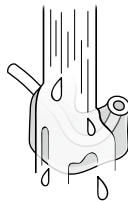
Make sure you are able to identify which mould is for which hearing aid before disconnecting them from the hearing aid.

### Step 2



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

### Step 3



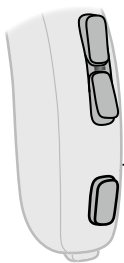
Wash the mould and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.

## Flight mode

When flight mode is activated, Bluetooth® is turned OFF. The hearing aid will still be working. Pressing the push-button on one hearing aid will activate flight mode on both hearing aids.

### Optional LED

When flight mode is activated, the LED continuously flashes green, orange and orange.



- **To activate and deactivate**  
Press button for at least seven seconds.  
A short jingle confirms your action.
- Opening and closing the battery drawer will also deactivate flight mode. A short jingle confirms your action.

## Optional features and accessories

The features and accessories described in the following pages are optional. Please contact your hearing care professional for more information about features and accessories.

If you experience difficult listening situations, a special program may be helpful. These are programmed by your hearing care professional.

*Write down any hearing situations in which you may need help.*

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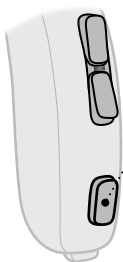
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## Change program

Your hearing aid can have up to four different programs. You will hear one to four tones when you change program depending on the program.

### Optional LED

The number of green flashes indicates the selected program.



- Press the push-button to switch between programs.

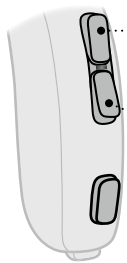
The program cycle switches one program forward, for example program 1 to 2 or program 4 to 1.

## Change volume

The volume button allows you to adjust the volume. You will hear a beep when you increase or decrease the volume.

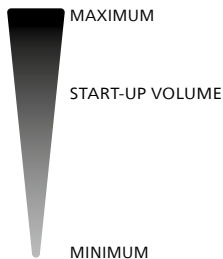
### Optional LED

A green flash confirms a change of volume. A long green flash indicates that start-up volume has been reached. An orange flash will appear when you reach the minimum or maximum level.



• Press button to increase volume

• Press button to decrease volume



## Mute your hearing aids

Use the mute function if you need to turn off the sounds temporarily, while wearing the hearing aid. The mute function only mutes the microphones on the hearing aid.

### Optional LED

Continues orange and green flashes indicate mute.



#### To mute the hearing aid

Press either end of the volume button for at least four seconds.

To reactivate, press either end of the button briefly.

### IMPORTANT NOTICE

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



## Use the hearing aid with iPhone and iPad

Your hearing aids are Made for iPhone® and allow for direct communication and control with iPhone, iPad® or iPod touch®.

For assistance in using these products with your hearing aids, contact your hearing care professional or visit:  
[hearingsolutions.philips.com/hearing-aids/connectivity](https://hearingsolutions.philips.com/hearing-aids/connectivity)

To see how to pair your hearing aid with your iPhone, visit:  
[hearingsolutions.philips.com/support/how-to-faq/](https://hearingsolutions.philips.com/support/how-to-faq/)

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

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

Note that use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

## Wireless accessories

As an enhancement to your wireless hearing aids, a range of accessories is available. These can enable you to hear and communicate better in many everyday situations.

### **AudioClip**

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

### **TV Adapter**

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

### **Remote Control**

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

### **HearLink app**

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

For more information visit [hearingsolutions.philips.com](http://hearingsolutions.philips.com) or contact your hearing care professional.

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## Other options

### Telecoil

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



### Direct Audio Input (DAI)

Allows your hearing aid to receive signals directly from external sources such as TV, radio, music players, etc. The DAI adaptor is mounted to your hearing aid and via a cable connected to an external sound source.

#### **IMPORTANT NOTICE**

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

**FM**

Allows you to receive speech or audio signals directly to your hearing aid from a dedicated transmitter.

For more information, please contact your hearing care professional.

## Tamper-resistant battery drawer

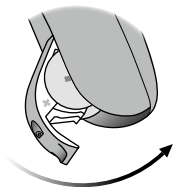
To keep the battery out of reach of infants, small children, and people with learning difficulties, a tamper-resistant battery drawer should be used.

### **IMPORTANT NOTICE**

Avoid excessive force when opening the battery drawer in the locked position. Do not force the battery drawer beyond its fully opened position. Make sure to insert the battery correctly.

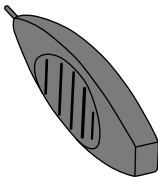
Contact your hearing care professional if you suspect the tamper-resistant battery drawer's effectiveness and locking ability is reduced.

## Lock the battery drawer



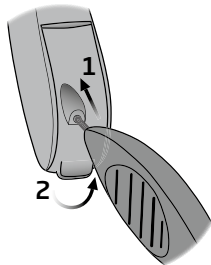
Close the battery door completely and make sure it is locked.

## Tool to unlock the battery drawer



Use this small tool provided by your hearing care professional.

## Unlock the battery drawer



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

1. Push in the tool fully and hold
2. Lift to open the drawer

## **General warnings**

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your hearing aids. Consult your hearing care professional if you experience unexpected operations or serious incidents with your hearing aids during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

Note that hearing aids do not restore normal hearing and do not prevent or improve a hearing impairment resulting from organic conditions.

Hearing aids are only a part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading. Furthermore, note that in most cases, infrequent use of a hearing aids does not permit a user to attain full benefit from it.

### **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 and risk of swallowing batteries or other small parts**

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

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

Most hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children, and people with intellectual and developmental disabilities.



Children under 36 months must always use a hearing aids with a tamper-resistant battery drawer. Talk to your hearing care professional about the availability.

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

### **Battery use**

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

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

### **Use in explosive environments – only applies to BTE UP hearing aid**

The hearing aid is safe to use under normal usage conditions. The BTE UP hearing aid with size 675 battery has not been tested for compliance with international standards concerning explosive environments.

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

### **Dysfunction**

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

### **Active implants**

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

Continues on next page

## **General warnings**

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

The Autophone magnet or MultiTool (which has a built-in magnet) should be kept more than 30 centimetres (1 foot) away from the implant, e.g. do not carry it in your breast pocket. Follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers regarding their use with magnets.

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

### **Cochlear implants**

If you are using a cochlear implant (CI) on one ear and a hearing aid on the other ear, make sure to always keep your CI at least at a 1 centimetre (0,4 inches) distance from your hearing aid. The magnetic field from CI sound processors, coils and magnets may permanently damage the speaker unit in your hearing aid. Never place the devices close together on a table e.g. when cleaning or changing batteries. Do not carry the CI and the hearing aid together in the same box.

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

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

### **Heat and chemicals**

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

The hearing aids 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 aids. Always remove your hearing aids before applying such products and allow time to dry before use.

### **Power hearing aids**

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

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

### **Possible side effects**

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

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

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

## **General warnings**

### **Interference**

The hearing aids have been thoroughly tested for interference, in accordance with the most stringent international standards.

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

### **Use on aircraft**

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

### **Connection to external equipment**

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

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

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

**Modification of hearing aids is not allowed**

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

# Troubleshooting

Symptom	Possible causes
<b>No sound</b>	Dead battery
	Clogged mould
	Microphones muted
<b>Intermittent or reduced sound</b>	Clogged sound outlet
	Moisture
	Dead battery
<b>Squealing noise</b>	Mould inserted incorrectly
	Earwax accumulated in ear canal
	Ear has grown
<b>Beeping/orange flashes (optional)</b>	If your hearing aid plays 8 beeps, 4 times consecutively, and/or repeatedly flashes orange 4 times with small pauses, your hearing aid needs a microphone service check
<b>Pairing issue with Apple device</b>	Bluetooth connection failed
	Only one hearing aid paired

## Solutions

Replace the battery

Clean mould

Unmute microphones

Clean mould

Wipe battery with a dry cloth

Replace the battery

Re-insert the mould

Have ear canal examined by your doctor

Contact your hearing care professional

Contact your hearing care professional

**1)** Unpair your hearing aid. **2)** Turn Bluetooth off and on again. **3)** Open and close battery drawer on hearing aid. **4)** Re-pair hearing aid (visit [hearingsolutions.philips.com/support/how-to-faq/](https://hearingsolutions.philips.com/support/how-to-faq/)).

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

## Water and dust resistant (IP68)

Your hearing aid is dust tight and protected against ingress of water, which means it is designed to be worn in all daily life situations. Therefore, you do not have to worry about sweat or getting wet in the rain. Should your hearing aid come into contact with water and stop working, please follow these guidelines:

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

### **IMPORTANT NOTICE**

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



## Conditions of use

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

### **IMPORTANT NOTICE**

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

## Technical information

The hearing aids contain the following two radio technologies:

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

The hearing aids also contain a radio transceiver using Bluetooth Low Energy technology and a proprietary, short-range radio technology both operating at ISM band 2.4 GHz. The radio transmitter is weak and always below 3 mW equal to 4.8 dBm in total radiated power.

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

The hearing aids comply with international standards concerning radio transmitters, electromagnetic compatibility and human exposure. Due to the limited space available on the hearing aids, relevant approval markings can be found in this booklet. Additional information can be found in the Specification Guide on [hearingsolutions.philips.com](http://hearingsolutions.philips.com)

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

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

Declaration of Conformity is available at the headquarters.

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

CE 0123



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



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



 **Bluetooth®**

**IP68**

## Description of symbols and abbreviations used in this booklet



### Warnings

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



### Manufacturer

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



### CE mark

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



### Electronic waste (WEEE)

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



### Regulatory Compliance Mark (RCM)

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

IP68

### IP code

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

**Bluetooth logo**

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

**Made for Apple badges**

The device is compatible with iPhone, iPad and iPod touch.

**Hearing loop**

This logo incorporates the universal symbol for hearing assistance. The "T" signifies that a hearing loop is installed.

**Radio Frequency (RF) transmitter**

Your hearing aid contains an RF transmitter.

**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 (FW). GTIN on regulatory packaging label is related to medical device hardware.

**FW****Firmware**

Firmware version used in the device.

**CTN****CTN**

Commercial Trade Number

## Description of additional symbols used on labels



### **Keep dry**

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



### **Catalogue number**

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



### **Serial number**

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



### **Medical Device**

The device is a medical device.



### **Unique device identifier**

Indicates a carrier that contains unique device identifier information

## **REACH Declaration**

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

## International warranty

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

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

### **If you need service**

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

# Warranty

## Certificate

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

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

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

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

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

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

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

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



# Your individual hearing aid settings





To be filled out by your hearing care professional.

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

## Sound and LED indicators








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

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

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










 Green flash

1) LED continuous or repeated three times with small pauses

ON/OFF	Sound	LED	LED comments
On	<input type="checkbox"/> Jingle	<input type="checkbox"/>  	Shown one time
Volume	Sound	LED	
Start-up volume	<input type="checkbox"/> 2 beeps	<input type="checkbox"/> 	Shown one time
Minimum/maximum volume	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	
Volume up/down	<input type="checkbox"/> 1 beep	<input type="checkbox"/> 	
Mute	<input type="checkbox"/> Descending tone	<input type="checkbox"/>  	Continuous or repeated three times
Unmute	<input type="checkbox"/> Ascending tone		

 Long green flash    Green flash    Orange flash

Continues on next page

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

 Long green flash    Green flash    Orange flash

- 1) DAI/FM + hearing aid microphone, TV Adapter
- 2) DAI/FM signal only, AudioClip remote microphone
- 3) Only available when three-time repetition is selected

Warnings	Sound	LED	LED comments
Low battery	<input type="checkbox"/> 3 alternate tones	<input type="checkbox"/> ● ● ● ● ● ● ● ●	Continuously flashing
Battery shut down	4 descending tones		
Microphone service check needed	8 beeps repeated 4 times	<input type="checkbox"/> ▬ ▬ ▬ ▬	Repeated four times

● Orange flash    ▬ Long orange flash



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