

PHILIPS

HearLink

Behind-the-Ear
Hearing Aids

BTE SP, BTE UP



Made for

 iPhone | iPad | iPod

User Guide

Model overview

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

HearLink BTE SP (Super Power)

- HearLink 7020 – HL 7020 BTE SP
GTIN: (01)05714464003051
(HEB7021)
- HearLink 3020 – HL 3020 BTE SP
GTIN: (01)05714464003068
(HEB3021)

HearLink BTE UP (Ultra Power)

- HearLink 7020 – HL 7020 BTE UP
GTIN: (01)05714464003051
(HEB7022)
- HearLink 3020 – HL 3020 BTE UP
GTIN: (01)05714464003068
(HEB3022)

Battery size

BTE SP: 13

BTE UP: 675

The LED light is used to help 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 shows you how to use and maintain your new hearing aid. Please read the booklet carefully including the warning section. 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.

The illustrations shown in this booklet are in most cases the BTE SP, due to the fact that both hearing aid models are handled the same way.

More information is available on hearingsolutions.philips.com

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

Your hearing aid

Start-up

Handling

Options

Warnings

More info

Settings

Warranty

Intended use

The hearing aid is intended to amplify and transmit sound to the ear, and thereby compensate for impaired hearing within moderate-to-severe to profound hearing loss. The hearing aid is intended to be used by adults, children and infants.

Important notice

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

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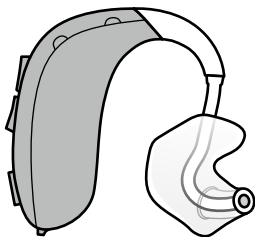
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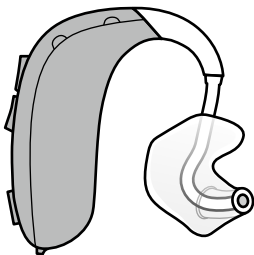
Identify your hearing aid

This booklet covers both BTE SP and BTE UP.

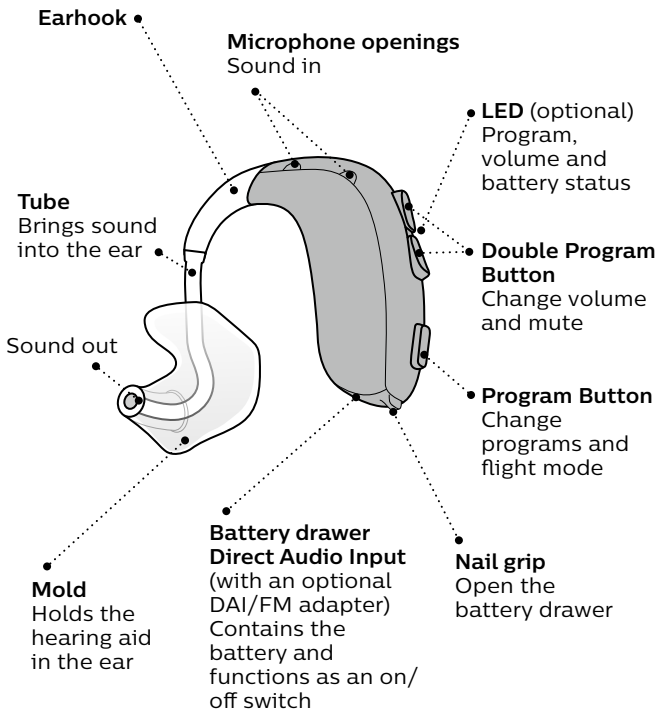
**BTE SP with earhook
and mold**



**BTE UP with earhook and
mold**



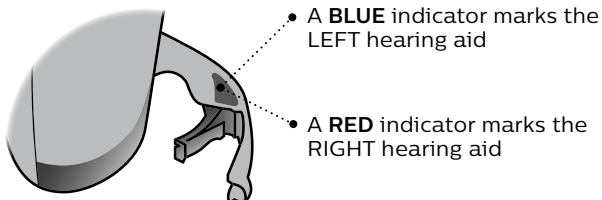
Your hearing aid – What it is, what it does



Identify left and right hearing aid

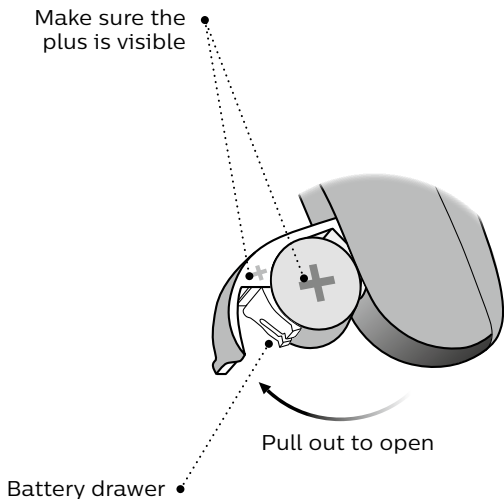
It is important to distinguish between the left and the right hearing aid as they might be programmed differently. You can find left/right color indicators in the battery drawer. Indicators may also be found on the molds.

Only BTE SP battery drawer is shown in this booklet.



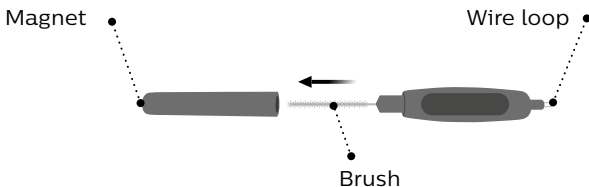
Battery (size 13 or 675)

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



MultiTool for handling batteries and cleaning

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



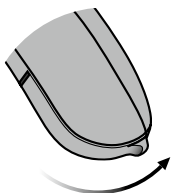
Important notice

The MultiTool has a built-in magnet. Keep the MultiTool at least 30 cm (12 in) away from credit cards and other magnetically sensitive devices.

Turn the hearing aid ON and OFF

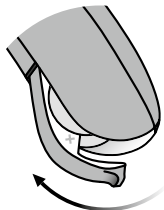
The battery drawer is used to switch the hearing aid on and off. To save battery life, make sure your hearing aid is switched off when you are not wearing it.

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



Turn ON

Close the battery drawer with the battery in place.



Turn OFF

Open the battery drawer.

Pairing mode

To pair your hearing aid with a wireless accessory, you must open and close the battery drawer. The hearing aid will remain in pairing mode for three minutes.

Optional LED

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

When to replace a battery

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



Three beeps*
= The battery is
running low



Four beeps
= The battery has
run out

Battery tip

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

Optional LED

Red blinks, continuously repeated, indicate that the battery is low.

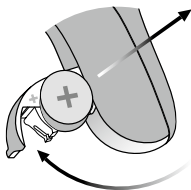
* Bluetooth® will be shut down and it will not be possible to use wireless accessories.

The batteries need to be replaced more often if you are streaming audio or music to your hearing aid.

Replace the battery

1. Remove

Fully open the battery drawer.
Remove the battery.

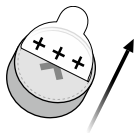


2. Uncover

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

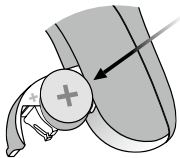
Tip:

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



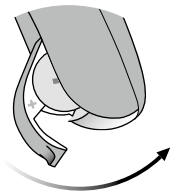
3. Insert

Insert the new battery into the battery drawer with the + side facing upwards.



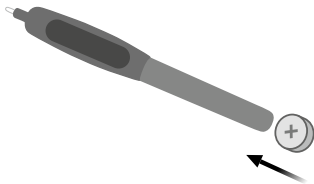
4. Close

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



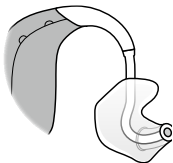
Tip

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



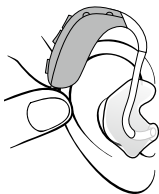
Put on the hearing aid

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



Step 1

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



Step 2

Place the hearing aid behind your ear.

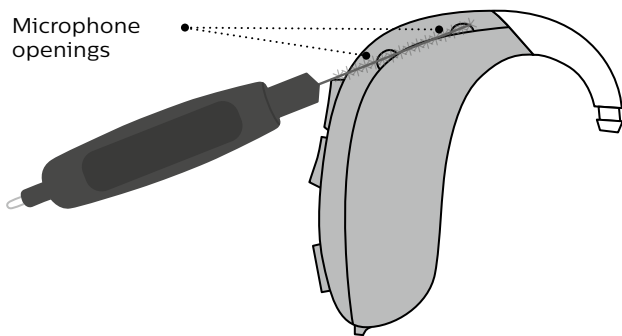


Caring for your hearing aid

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

Clean the microphone openings

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

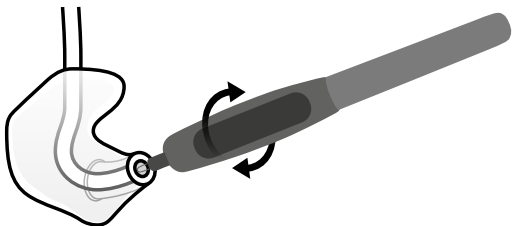


Important notice

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

Clean the mold

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



Replace the tube

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

Wash the mold

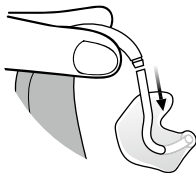
Step 1

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



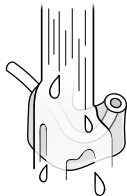
Step 2

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



Step 3

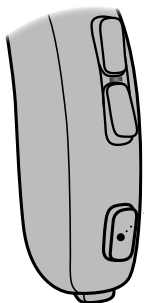
Wash the mold and tube using mild soap. Rinse and dry completely before reconnecting to the hearing aid.



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.

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



- **To activate and deactivate**
Press the Program Button for at least ten seconds.
A jingle confirms your action.

Optional LED

A green blink followed by multiple red blinks indicates that flight mode is activated.

Opening and closing the battery drawer on one of the hearing aids will deactivate flight mode.

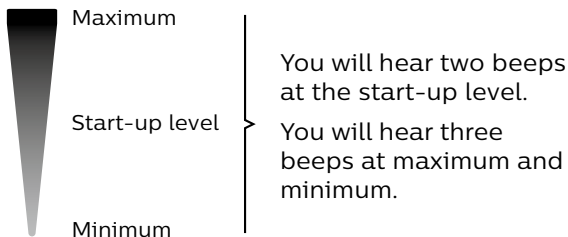
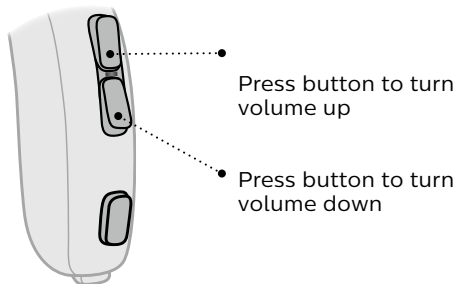
Optional features and accessories

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.

Write down hearing situations where you may need help.

Change volume

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

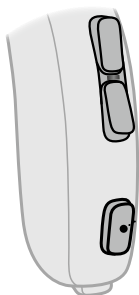


Optional LED

A green blink indicates a change in volume, a long green blink indicates the start up level and a red blink indicates the minimum or maximum level.

Change program

Your hearing aid can have up to four different programs. These are programmed by your hearing care professional. If you change the program, you will hear a beep sequence corresponding to the selected program.



- Press the Program Button to change between programs

Optional LED

The number of green blinks indicates the selected program.

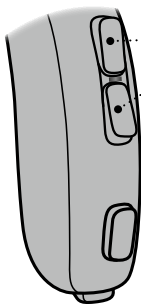
The program cycle switches one program forward, for example, program 1 to 2 to 3 to 4 and back to 1.

Mute the hearing aid

Use the mute function if you need to silence the hearing aid. The mute function only mutes the microphone(s) on the hearing aid.

Optional LED

Green and red blinks, continuously repeated, indicate that mute is activated.



- Apply a long press (four seconds) to either end of the button to mute the hearing aid.

To reactivate, press the button briefly.

Important notice

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

Using hearing aid with iPhone and iPad

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: hearingsolutions.philips.com.

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

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

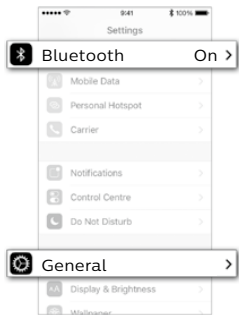
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App Store is a service mark of Apple Inc. Android, Google Play and the Google Play logo are trademarks of Google LLC.

Direct audio streaming is currently not supported by Android™.

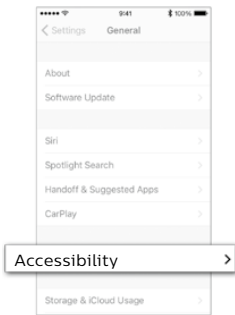
Pair with iPhone

1. Settings



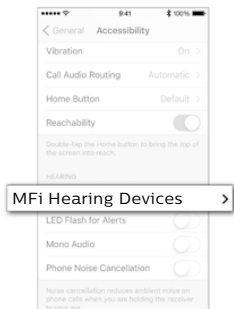
Open your iPhone and go to “Settings”. Make sure Bluetooth® is on. Then choose “General”.

2. General



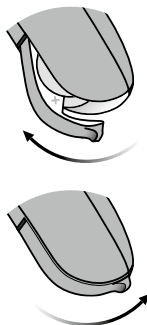
On the “General” screen, choose “Accessibility”.

3. Accessibility



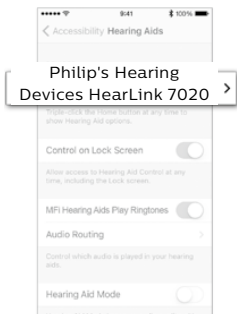
On the “Accessibility” screen, choose “MFi Hearing Devices”.

4. Prepare



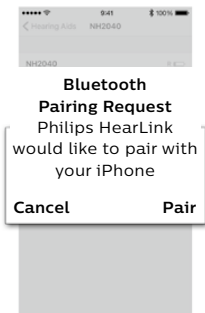
Open and close the battery drawer, on both hearing aids if you have two and place it close to your iPhone. The hearing aid stays in pairing mode for three minutes.

5. Select



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

6. Confirm pairing



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

When you turn off your hearing aids or Apple device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery drawer. The hearing aids will then automatically reconnect to your Apple device.

Wireless accessories

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

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

Philips HearLink app

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

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

Other options

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.



Direct Audio Input (DAI) adapter

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

FM adapter

Allows your hearing aid to connect to an external FM receiver.

Incompatible non-supplied accessories

Only use accessories, transducers or cables supplied by Philips. Incompatible accessories may result in increased emission or decreased immunity.

For more information, please contact your hearing care professional.

Important notice

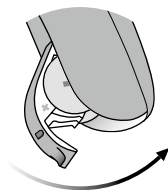
When the DAI is connected to an audio source plugged into a wall outlet, the audio source must comply with IEC 62368-1 or equivalent safety standards.

Tamper-resistant battery drawer

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

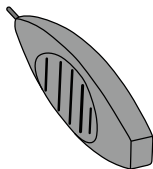
To lock the battery drawer

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



Tool to unlock the battery drawer

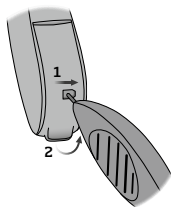
Use this small tool provided by your hearing care professional.



Unlock the battery drawer

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

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



Important notice

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

General warnings

For your personal safety and to ensure correct usage, you should familiarize yourself fully with the following general warnings before using your hearing aid.

Please note that a hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. A hearing aid is 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 aid does not permit a user to attain full benefit from it.

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

Usage of hearing aids

- Hearing aids should be used only as directed and adjusted by your hearing care professional. Misuse can result in sudden and permanent hearing loss.
- Never allow others to wear your hearing aid, as incorrect usage could cause permanent damage to their hearing.

Modification of hearing aids not allowed

- Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Choking hazards & risk of swallowing batteries and other small parts

- Hearing aids, their parts and batteries should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves.
- Batteries have occasionally been mistaken for pills. Therefore, check your medicine carefully before swallowing any pills.
- All hearing aids can be supplied with a tamper-resistant battery drawer upon request. This is strongly recommended for infants, small children and people with learning difficulties.
- Children younger than 36 months must always use a tamper-resistant battery drawer. Please talk to your hearing care professional about the availability of this option.

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

General warnings

Battery use

- Always use batteries recommended by your hearing care professional. Batteries of low quality may leak and cause bodily harm.
- Never attempt to recharge your batteries, and never dispose of batteries by burning them. There is a risk that the batteries will explode.

Dysfunction

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

Active implants

- The hearing aid has been thoroughly tested and characterized for human health according to international standards for human exposure (Specific Absorption Ratio – SAR), induced electromagnetic power and voltages into the human body. The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants such as pacemakers and heart defibrillators.

- The MultiTool (which has a built-in magnet) should be kept more than 30 cm (12 in) away from the implant, e.g. do not carry it in a breast pocket.
- If you have an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance.
- In general, please follow the guidelines recommended by the manufacturers of implantable defibrillators and pacemakers on use with magnets.

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.
- 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 antenna and magnets at a safe distance from your hearing aid. The magnetic field from the CI magnets may permanently damage the speaker unit in your hearing aid. Never place the devices closely together on a table when cleaning or changing batteries. Do not carry the CI system and the hearing aid together in the same box.

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 instrument

- Special care should be exercised in selecting, fitting and using a hearing aid where maximum sound pressure capability exceeds 132 dB SPL (IEC 60318-4), 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 or molds 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.

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 specifically 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 with a cable and/or directly, is determined by the external equipment. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC 62368-1 or equivalent safety standards.

General warnings

Explosives

The hearing aid has been safety tested and is safe to use under normal usage conditions. We recommend not to use the hearing aid in areas with a potential risk of explosion as the hearing aid has not been tested for compliance with international standards concerning explosive environments. Therefore, it is recommended not to use hearing aids with 675 battery in areas with a potential risk of explosion.

Incompatible non-supplied accessories

Only use accessories, transducers or cables supplied by the manufacturer. Incompatible accessories may result in increased emission or reduced immunity.

Troubleshooting guide

Symptom	Possible causes
No sound	Dead battery
	Clogged mold
Intermittent or reduced sound	Clogged sound outlet
	Moisture
	Dead battery
Squealing noise	Hearing aid mold inserted incorrectly
	Ear wax accumulated in ear canal
Beeping / LED blinking (optional)	If your hearing aid plays 8 beeps, 4 times consecutively, and/or repeatedly blinks red 4 times with small pauses, your hearing aid needs a microphone service check
Pairing issue with Apple device	Bluetooth® connection failed
	Only one hearing aid paired

Solutions

Replace the battery

Clean mold

Clean mold

Wipe battery with a dry cloth

Replace the battery

Re-insert the mold

Have ear canal examined by your doctor

Contact your hearing care professional

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

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

Water & dust resistance (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 in contact with water and stop working, please follow these guidelines:

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

Important notice

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

Conditions of use

Operating
conditions

Temperature:
+1 °C to +40 °C (+34 °F to +104 °F)
Relative humidity:
5% to 93%, non-condensing

Storage and
transportation
conditions

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

Temperature:
-25 °C to +60 °C (-13 °F to +140 °F)
Relative humidity:
5% to 93%, non-condensing

Technical information

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

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

The hearing aid also contains a radio transceiver using Bluetooth[®] Low Energy (BLE) and a proprietary shortrange radio technology, both working at 2.4 GHz. The radio transmitter is weak and is always below 3 mW and equal to 4.8 dBm 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 booklet.

Additional information can be found in the Specification Guide on [hearingsolutions.philips.com](https://www.philips.com/hearingsolutions).

USA and Canada

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

BTE SP

FCC ID: 2ACAHSBOBTESP

IC ID: 11936A-SBOBTESP

BTE UP

FCC ID: 2ACAHSBOBTEUP

IC ID: 11936A-SBOBTEUP

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs standards. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

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

Declaration of Conformity is available from the manufacturer.



SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark
hearingsolutions.philips.com

CE 0543









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

 **Bluetooth®**



IP68

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

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

	<p>IP code</p> <p>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>Bluetooth® logo</p> <p>Registered trademark of Bluetooth® SIG, Inc. where any use of such requires a license.</p>
	<p>Made for iPod, iPhone and iPad</p> <p>Indicates that the device is compatible with iPod, iPhone and iPad.</p>
	<p>Keep dry</p> <p>Indicates a medical device that needs to be protected from moisture.</p>
	<p>Caution symbol</p> <p>Consult instructions for use for warnings and cautions.</p>
	<p>Catalog number</p> <p>Indicates the manufacturer's catalogue number so that the medical device can be identified.</p>





REACH Declaration:

REACH requires Philips Hearing Solutions to provide chemical content information for Substances of Very High Concern (SVHC) if they are present above 0.1% of the article weight. No substances on the REACH SVHC list applicable at the time of manufacturing is present in Product HearLink. More recent information can be found on the website hearingsolutions.philips.com/REACH.


Your individual hearing aid settings


Different sound and LED light indications help to show the hearing aid status. The different setting options are listed on the following pages. Your hearing care professional can set sound and LED indications to match your preferences.




To be filled out by the hearing care professional.



<input type="checkbox"/> Program	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	<input type="checkbox"/> When to use:
Program 1	1 beep		
Program 2	2 beeps		
Program 3	3 beeps		
Program 4	4 beeps		


Note: LED continuously repeated or repeated 3 times with small pauses

 Green, short blink


On	Sound	LED	LED comments
On	<input type="checkbox"/> Start-up jingle	<input type="checkbox"/> 	Shown one time


Volume	Sound	LED	LED comments
Start-up volume	<input type="checkbox"/> 2 beeps	<input type="checkbox"/> 	
Minimum/ maximum volume	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	Shown one time
Volume up/down	<input type="checkbox"/> 1 click	<input type="checkbox"/> 	



Mute	Sound	LED	LED comments
Mute	<input type="checkbox"/> 1 descending jingle	<input type="checkbox"/>  	Continuously repeated or repeated 3 times with small pauses
Unmute	<input type="checkbox"/> 1 descending jingle	—	—



 Green, short blink



 Red, short blink

 Green, long blink

 Red, long blink

<input type="checkbox"/> Accessories	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	<input type="checkbox"/> LED comments
TV Adapter program	2 ascending tones		Continuously repeated or repeated
Remote Mic program	2 descending tones		3 times with small pauses

<input type="checkbox"/> Flight mode	<input type="checkbox"/> Sound	<input type="checkbox"/> LED	<input type="checkbox"/> LED comments
Flight mode active	Jingle (4 tones)		Continuously or repeated 3 times with small pauses
Flight mode deactive	Jingle (4 tones)		Shown one time

Warnings	Sound	LED	LED comments
Battery low indication	<input type="checkbox"/> 3 beeps	<input type="checkbox"/> 	Continuously repeated
Battery shut down	<input type="checkbox"/> 4 descending tones	—	—
Microphone service check needed	8 beeps repeated 4 times	<input type="checkbox"/> 	Repeated 4 times with small pauses

-  Green, short blink
-  Green, long blink
-  Red, short blink
-  Red, long blink

Your settings at a glance

To be filled out by your hearing care professional

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 change	<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"/> YES	<input type="checkbox"/> NO	Beeps at min/max volume	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<input type="checkbox"/> YES	<input type="checkbox"/> NO	Clicks when changing volume	<input type="checkbox"/> YES	<input type="checkbox"/> NO
<input type="checkbox"/> YES	<input type="checkbox"/> NO	Beeps at preferred volume	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Battery indicators				
<input type="checkbox"/> YES	<input type="checkbox"/> NO	Low battery warning	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Warranty

Certificate

To be filled out by your hearing care professional

Name of owner:

Hearing care professional:

Hearing care professional address:

Hearing care professional phone:

Purchase date:

Warranty period:

Month:

Model right:

Serial no.:

Model left:

Serial no.:

Firmware version:*

* The hearing care professional finds the firmware version in the end session of Philips HearSuite.

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, molds 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.

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Placeholder
for FSC logo

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Paper

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hearingsolutions.philips.com



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