P Li-Ion G6

User Guide

Made for
iPhone | iPad | iPod

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Welcome

Thank you for choosing our hearing instruments to accompany you through everyday life. Like anything new, it may take you a little time to become familiar with them.

This guide, along with support from your Hearing Care Professional, will help you understand the advantages and greater quality of life your hearing instruments offer.

To receive the most benefit from your hearing instruments, it is recommended that you wear them every day, all day. This will help you get adjusted to them.

CAUTION
It is important to read this user guide and the safety manual thoroughly and completely. Follow the safety information to avoid damage or injury.

Before using your hearing instruments for the first time, fully charge them. Follow the instructions in the charger's user guide.

Your hearing instruments

This user guide describes optional features that your hearing instruments may or may not have.
Ask your Hearing Care Professional to indicate the features that are valid for your hearing instruments.

Instrument type

Your hearing instruments are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing instrument into the ear. The instruments are not intended for children under the age of 3 years or persons with a developmental age of under 3 years.

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing instrument. This enables easy charging with our standard Charger or the optional charger, Charging+ Station.

The wireless functionality enables advanced audiological features and synchronization between your two hearing instruments.

Your hearing instruments feature Bluetooth® low energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone**.

* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by the legal manufacturer of this product is under licenses. Other trademarks and trade names are those of their respective owners.

** iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

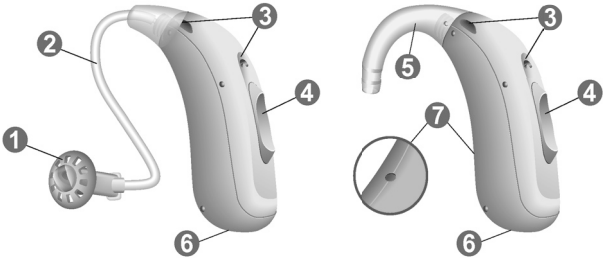
Getting to know your hearing instruments

It is recommended to familiarize yourself with your new hearing instruments. With the instruments in your hand try using the controls and note their location on the instrument. This will make it easier for you to feel and press the controls while wearing the hearing instruments.

> i If you have problems pressing the controls of your hearing instruments while wearing them, you can ask your Hearing Care Professional whether a remote control or a smartphone app to control your instruments is available.

Components and names

Your hearing instruments are either attached to an earhook and a custom-made ear piece or to a standard tube (ThinTube) and a standard ear piece.



❶ Ear piece	❺ Earhook
❷ Tube (ThinTube)	❻ Charging contact
❸ Microphone openings	❼ Side indicator
❹ Rocker switch (control, on/off switch)	

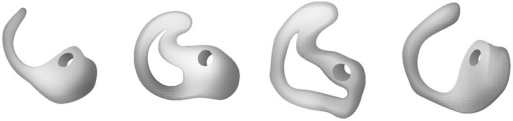
You can use standard ear pieces together with a standard tube or custom-made ear pieces together with an earhook and tube.

You can easily exchange the standard ear pieces and clean the standard tube. Read more in section "Maintenance and care".

Standard ear pieces / tubes	Size
○ Eartip 3.0 Open	
○ Eartip 3.0 Tulip	
○ ThinTube	

Custom-made ear pieces

○ Examples:



Controls

With the rocker switch you can, for example, switch hearing programs. The Hearing Care Professional has programmed your desired functions to the rocker switch.

Rocker switch function	L	R
Press briefly:		
Program up/down	○	○
Volume up/down	○	○
Tinnitus therapy signal level up/down	○	○
TV stream on/off	○	○
Press for about 2 seconds:		
Program up/down	○	○
Volume up/down	○	○
Tinnitus therapy signal level up/down	○	○
TV stream on/off	○	○
Press for more than 3 seconds:		
Turn on/off	○	○

L = Left, R = Right

i You can also use a remote control to change hearing programs and adjust the volume of your hearing instruments. With our smartphone app you have even more control options.

Hearing programs

1
2
3
4
5
6

Read more in section "Changing the hearing program".

Features

- The **tinnitus therapy feature** generates a sound to distract you from your tinnitus.
- A **telecoil** is built into the instrument, so it can connect with audio induction loops.

  Read more in section "Audio induction loops".

Daily use

To assure comfortable and easy use of your hearing instruments they are equipped with an onbard control element. In addition we offer an app for Android as well as iPhones which makes handling your devices even easier. Contact your Hearing Care Professional for downloading and installing the smartphone app.

Charging

You have the choice between two charger options:
The standard charger for charging only or the optional charger, Charging+ Station.

Place your hearing instruments in the charger.

- Follow the instructions in the charger's user guide. You can also find useful tips for charging in the charger's user guide.

Low power indication

You will hear an alert signal to indicate the power cell is running low. The signal will be repeated every 20 minutes. Depending on the usage of your hearing instruments, you have approximately 1.5 hours to charge your hearing instruments before they stop working.

Note that the power cell runtime is reduced if too many features are used simultaneously.

Turning on and off

You have the following options to turn your hearing instruments on or off.

Via charger:

- Turning on: Take the instruments out of the charger.

  The startup melody is played in your hearing instruments. The **default** volume and hearing program are set.

- Turning off: Place the hearing instruments in the charger.

Note that the charger must be connected to the power supply. For details refer to the charger's user guide.

Via rocker switch:

- Turning on: Press and hold the lower part of the rocker switch until the startup melody starts to play. Release the rocker switch while the melody is playing.

  The **default** volume and hearing program are set.

- Turning off: Press and hold upper or lower part of the rocker switch for several seconds. A power down melody is played.

See also the tips for charging in the charger's user guide.

Switching to standby mode

Via remote control or smartphone app, you can switch your hearing instruments to standby mode. This mutes the hearing instruments. When you leave standby mode, the **previously** used volume and hearing program are set.

Note:

- In standby mode, the hearing instruments are **not** turned off completely. They draw some power.

  Therefore we recommend to use standby mode only for a short period of time.

- If you want to leave standby mode, but the remote control or app is not at hand: Turn your hearing instruments off and on again (via rocker switch or by shortly placing them in the charger until one or more green LEDs light up). In this case, the **default** volume and hearing program are set.

Inserting and removing the hearing instruments

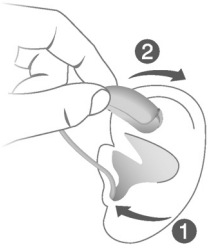
Your hearing instruments have been fine-tuned for your right and left ear. Colored markers indicate the side:

- red marker = right ear
- blue marker = left ear

Inserting a hearing instrument:

▶ Hold the tube close to the ear piece.

▶ Carefully push the ear piece into the ear canal ❶.



▶ Twist it slightly until it sits well.

Open and close your mouth to avoid accumulation of air in the ear canal.

▶ Lift the hearing instrument and slide it over the top of your ear ❷.

CAUTION

Risk of injury!

- ▶ Insert the ear piece carefully and not too deeply into the ear.

- It may be helpful to insert the **right** hearing instrument with the **right** hand and the **left** hearing instrument with the **left** hand.
- If you have problems inserting the ear piece, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the ear piece.

The optional retention strand helps to securely retain the ear piece in your ear. To attach the optional retention strand:

- ▶ Align the end of the retention strand with the flat end of the receiver.

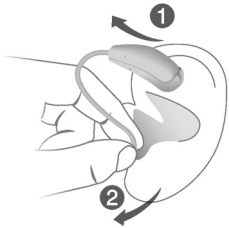
- Then press the retention strand towards the receiver until it clicks into place.

To position the retention strand:

- Bend the retention strand and position it carefully into the bottom of the bowl of your ear (refer to the picture).

Removing a hearing instrument:

- ▶ Lift the hearing instrument and slide it over the top of your ear ❶.
- ▶ Hold the tube close to the ear piece and pull the ear piece out carefully ❷.



⚠ **CAUTION**

Risk of injury!

- ▶ In very rare cases the ear piece could remain in your ear when removing the hearing instrument. If this happens, have the ear piece removed by a medical professional.

Clean and dry your hearing instruments after usage. Read more in section "Maintenance and care".

Adjusting the volume

Your hearing instruments automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, press the upper part of the rocker switch to increase the volume or press the lower part to decrease the volume.

  Refer to section "Controls" for the setting of your rocker switch.

An optional signal can indicate the volume change. Once the maximum or minimum volume has been reached, you may hear an optional signal tone.

Changing the hearing program

Depending on the listening situation, your hearing instruments automatically adjust their sound.

Your hearing instruments may also have several hearing programs which allow you to change the sound, if needed. An optional signal tone can indicate the program change.

- To change the hearing program, press the rocker switch briefly.

  Refer to section "Controls" for the setting of the rocker switch. Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

Further adjustments (optional)

You can also use the hearing instrument controls to change other features, for example, the level of the tinnitus therapy signal.

Refer to section "Controls" for the setting of your controls.

Special listening situations

On the phone

When you are on the phone, hold the telephone receiver slightly above your ear. The hearing instrument and telephone receiver have to be aligned. Turn the receiver slightly so that the ear is not completely covered.

Telephone program

You may prefer a certain volume when using the phone. Ask your Hearing Care Professional to configure a telephone program.

- Switch to the telephone program whenever you are on the phone.

  If a telephone program is configured for your hearing instruments, it is listed in section "Hearing programs".

Audio streaming with iPhone

Your hearing instruments are **Made for iPhone** hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, contact your Hearing Care Professional.

Airplane mode for hearing instruments

Airplane mode is when Bluetooth of your hearing instruments is turned off. In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can deactivate Bluetooth mode. This turns Bluetooth in your hearing instruments off temporarily. The hearing instruments still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.

- To deactivate or activate the Bluetooth mode, use the smartphone app.

An alert tone indicates when Bluetooth mode is deactivated or activated.

Audio induction loops

Some telephones and public places like theatres offer the audio signal (music and speech) via an audio induction loop. With this system, your hearing instruments can directly receive the desired signal – without distracting noise in the environment.

You can usually recognize audio induction loop systems by certain signs.

Whenever you are in a place with an audio induction loop:

- Switch to the telecoil program.

  If a telecoil program is configured for your hearing instruments, it is listed in section "Hearing programs".

Telecoil program and remote control

NOTICE

For instruments with wireless connectivity:

When the telecoil program is active, the remote control may cause a pulsing noise.

- Use the remote control with a distance greater than 10 cm (4 inches).

Maintenance and care

To prevent damage it is important that you take care of your hearing instruments and follow a few basic rules, which will soon become a part of your daily routine.

Hearing instruments

Cleaning

Your hearing instruments have a protective coating. However, if not cleaned regularly you may damage the hearing instruments or cause personal injury.

- Clean your hearing instruments daily with a soft, dry tissue.
- Never use running water or immerse the devices in water.
- Never apply pressure while cleaning.

- Do not use alcoholic solvent on the charging contacts.
- To avoid corrosion, use a soft and dry tissue to wipe off sweat or liquid from the charging contacts or hearing instruments before inserting them in the charger.
- Ask your Hearing Care Professional for recommended cleaning products, special care sets, or more information on how to keep your hearing instruments in good condition.

Drying

Ask your Hearing Care Professional for recommended drying products and for individual instructions on when to dry your hearing instruments.

Storage

- Short-term storage (up to several days): Turn off your hearing instruments via the rocker switch or place them in the powered charger.

  The charger must be connected to the power supply. If the charger is not connected to power supply and you place your hearing instruments in the charger, the hearing instruments are **not** turned off.

  Note that when you turn off the hearing instruments via a remote control or smartphone app, the hearing instruments are **not** turned off completely. They are in standby-mode and still draw some power.

- Long-term storage (weeks, months, ...): First, fully charge your hearing instruments. Turn them off via the rocker switch before storing them. We recommend using drying products while storing the hearing instruments.

  At 6 month intervals you will have to charge the hearing instruments to avoid an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and they have to be replaced. We recommend recharging more frequently than 6 month intervals.

Observe the storage conditions in section "Operating, transport and storage conditions".

Ear pieces and tubes

Cerumen (ear wax) may accumulate on the ear pieces. This may affect sound quality.

- For hearing instruments with a standard tube (ThinTube):

  Clean the ear pieces daily, clean the tubes as required.

  Exchange the ear pieces and tubes approximately every three to six months, or sooner if you notice cracks or other changes.

- For hearing instruments with earhook:

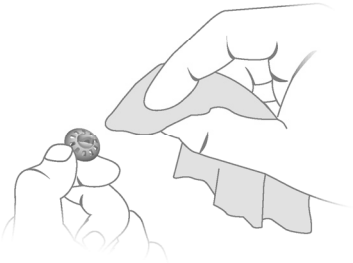
  Clean the ear pieces daily.

  Ask your Hearing Care Professional to clean the tubes or to exchange the ear pieces and tubes as needed.

Cleaning ear pieces

- Clean the ear piece upon removal with a soft and dry tissue.

  This prevents cerumen from becoming dry and hardening.

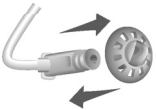


- Never use running water or immerse the ear piece in water.

> The optional charger, Charging+ Station, uses UV light for cleaning and dries tubes and ear pieces while charging the hearing instruments.
>
> Ask your Hearing Care Professional for more information on the best solution for you.

Exchanging standard ear pieces

- Pull off the used ear piece and plug on the new ear piece.



Exchanging standard tubes

▶ Unscrew the used tube from the hearing instrument.

▶ Screw on the new tube.

Professional maintenance

Your Hearing Care Professional can perform a thorough professional cleaning and maintenance.

Custom-made ear pieces and wax filters should be exchanged as needed by your Hearing Care Professional.

Ask your Hearing Care Professional for your individual recommendation of maintenance intervals and for support.

Important safety information

This section contains important safety information regarding the power cell. For more safety information, refer to the safety manual supplied with the hearing instruments.

WARNING

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.

Risk of injury, fire or explosion!

- Follow the safety instructions for lithium-ion rechargeable battery in this section.

WARNING

Risk of electric shock!

- Connect the charger only with a USB power supply which complies with IEC 60950-1 and/or IEC62368-1.

WARNING

- Observe the operating conditions.
- Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight.
- Charge your hearing instruments only with an approved charger. Ask your Hearing Care Professional for support.
- Do not disassemble the device.
- Do not use the device in explosive atmospheres.
- Do not use devices that are deformed or obviously damaged.
- Do not use the device when its performance after charging reduces considerably. Return the device to your Hearing Care Professional.
- Do not dispose of the device in fire or water.

WARNING

- Replacement and repair have to be performed by a professional. Therefore:
- Do not repair or replace the lithium-ion rechargeable battery yourself.
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away.

In any of the above cases, return your devices to the Hearing Care Professional.

Further information

Safety information

For more safety information, refer to the safety manual supplied with the device.

Accessories

You can use the smartphone app for convenient remote control of your hearing instruments. The app also allows you to deactivate signal tones, to create individual sound profiles and many more functions.

You can also use a remote control.

Consult your Hearing Care Professional for further information.

Operating, transport, and storage conditions

The hearing instruments operate in the following environmental conditions (also valid in between uses):

Operating conditions	Discharging	Charging
Temperature	0 to 50 °C (32 to 122 °F)	10 to 35 °C (50 to 95 °F)
Relative humidity	5 to 93 %	20 to 75 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

During extended periods of transport and storage, please observe the following conditions:

	Storage	**Transport**
Temperature (recommended)	10 to 25 °C (50 to 77 °F)	-20 to 60 °C (-4 to 140 °F)
Temperature (maximum range)	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity (recommended)	20 to 80 %	5 to 90 %
Relative humidity (maximum range)	10 to 80 %	5 to 90 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

Note that you have to charge the hearing instruments at least every 6 months. We recommend to charge the hearing instruments every 3 months. For details refer to section "Maintenance and care".

For other parts, such as the charger, other conditions may apply.

WARNING

Risk of injury, fire or explosion during shipment.

- ▶ Ship lithium batteries and hearing instruments according to local regulations.

Disposal information

- To avoid environmental pollution, do not throw power cells or hearing instruments into household trash.
- Recycle or dispose of power cells or hearing instruments according to local regulations.

Symbols used in this document

⚠	Points out a situation that could lead to serious, moderate, or minor injuries.
!	Indicates possible property damage.
i	Advice and tips on how to handle your device better.

Made for iPhone | iPad | iPod "Made for iPhone", "Made for iPad", and "Made for iPod" mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

Troubleshooting

Problem and possible solutions

Sound is weak.

- Increase the volume.
- Charge the hearing instrument.
- Clean or exchange the ear piece.

Hearing instrument emits whistling sounds.

- Reinsert the ear piece until it fits securely.
- Decrease the volume.
- Clean or exchange the ear piece.

Sound is distorted.

- Decrease the volume.
- Charge the hearing instrument.
- Clean or exchange the ear piece.

Hearing instrument emits signal tones.

- Charge the hearing instrument.

Hearing instrument does not work.

- Turn the hearing instrument on.
- Charge the hearing instrument. Observe also the status LEDs on the charger.

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

USA and Canada

Certification information for hearing instruments with wireless functionality:

P Li-Ion G6

- HVIN: RFM002
- Contains FCC ID: SGI-RFM002
- Contains IC: 267AB-RFM002

Service and warranty

Serial numbers

Left:

Right:

Service dates

1:	4:
2:	5:
3:	6:

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

Legal Manufacturer
WSAUD A/S
Nymoellevej 6
3540 Lynge
Denmark

Document No. 04493-99T01-7600 EN
Order/Item No. 109 998 27
Master Rev01, 12.2020
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