

Active, Active Pro, Active Charger

User Guide | Master

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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.

Intended use

Hearing instruments are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. acousticians, audiologists or ENT doctors.

The charger is intended to charge our specific hearing instruments with built-in power cells (lithium-ion rechargeable batteries).

Use the hearing instruments and accessories only as described in the respective user guides.

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 worn in the outer 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 your charger.

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.

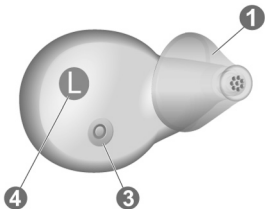
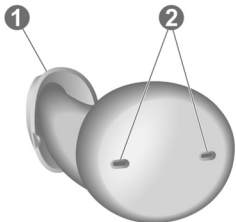
** iPad, iPhone, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.

Getting to know your hearing instruments

Please download the Signia App for remote control features.

You can also ask your Hearing Care Professional about another remote control option.

Components and names



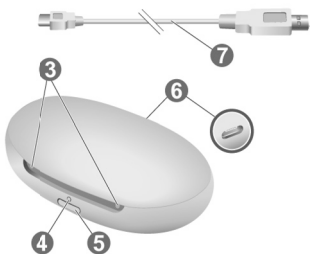
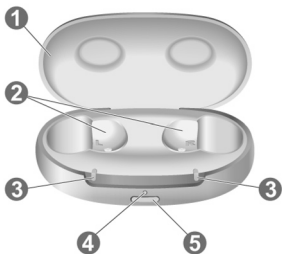
① Ear piece

② Microphone openings

③ Charging contacts

④ Side indicator

(R = right ear, L = left ear)



1 Lid

2 Charging cups

3 LEDs – hearing instruments

4 LED – charger

5 Push button

6 USB power port

7 USB power cable

You can use the following standard ear pieces:

Standard ear pieces	Size
☐ 	Click Sleeve (vented or closed)
☐ 	Click Dome™ single (open or closed)
☐ 	Click Dome semi-open
☐ 	Click Dome double

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

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.

Daily use

Charging

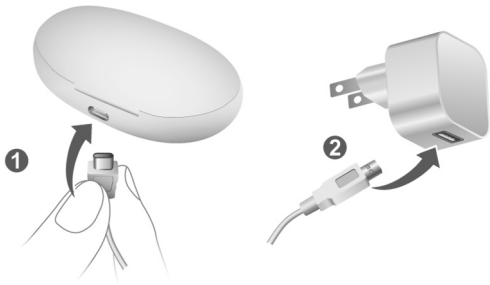
Charging your charger – electrical outlet



NOTICE

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the power supply and country specific adapter that is provided with the charger.
- ▶ Ensure your electrical plug complies with the requirements. Refer to the section "Requirements for the electrical plug".



- ▶ Connect the USB-C side of the USB power cable to the USB port of the charger ①.
- ▶ Connect the other side of the USB power cable to a suitable electrical plug ②.

The internal battery starts charging. When hearing instruments are inserted, they start charging as well. The charging status of the charger is shown permanently.

Charging your charger – wirelessly

- ▶ Place the charger on a wireless Qi certified transmitter pad.
- ▶ After a few seconds the internal battery will start charging indicated by the pulsing green LED of the charger.

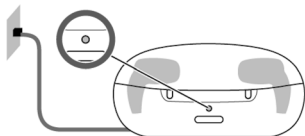


- ▶ When hearing instruments are inserted, they start charging as well indicated by the pulsing green LED of the hearing instruments LED. If the LED is off, please re-align the charger to the center of the Qi transmitter pad.
- ▶ The charging status of the charger is shown until it is fully charged. After that the LEDs are turned off for power saving reasons.

Charging status of your charger

The **front LED** indicates the charging status of the charger and its internal battery.

While the internal battery is being charged, the charging status is indicated as follows:



LED when charger is charging

Pulsing green

Internal battery is being charged.

Green

Charger is fully charged.

LED when charger is charging

LED is off (wireless charging)

Charger is fully charged.

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

Blinking red

Charger error. Please refer to section "Troubleshooting".

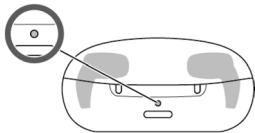
For an overview of the hearing instruments' charging status, refer to the section "Charging hearing instruments".

Checking the battery capacity of your charger

To check whether the charger's internal battery has enough capacity to fully charge your hearing instruments when you are mobile:

- ▶ Disconnect the charger from the electrical outlet.
- ▶ Briefly press the push button.

The **front LED** indicates the status of the charger's internal battery for 7 seconds.



LED when you are mobile

Green

Internal battery has enough capacity to fully charge two hearing instruments.

Orange

Internal battery does **not** have enough capacity to fully charge two hearing instruments.

Blinking orange

Internal charger battery empty. Charging of hearing instruments is not possible.

If the status LED does not light up when you press the button, check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger.
- The charger's internal battery is too low to display the status. Connect the charger to an electrical outlet, wait several minutes and try again.

Turning the charger on or off

When the charger is connected to an electrical outlet, it is automatically turned on and cannot be turned off.

During mobile charging, press and hold the button for 5 seconds to turn the charger on or off.

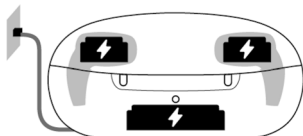
- When the charger turns on, the status of the hearing instruments and the status of the charger's internal battery are displayed for 7 seconds.
- When the charger turns off, the front LED lights up green and fades out over a period of approximately 7 seconds. Shut down is complete after approximately 7 seconds.

How you can use the charger

You can use your charger in three different ways.

Charging via electrical outlet

When the charger is plugged in or placed on a wireless Qi-charger, it charges the hearing instruments (if they are placed in the charger) and it charges the integrated battery at the same time.

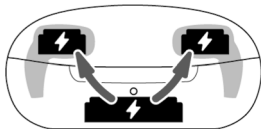


As long as the charger is being charged by an external power source, charger LED shows the charging status of the integrated battery and the LEDs for the hearing instruments show the status of the hearing instruments.

For wireless charging, the LEDs will turn off once charger and hearing instruments are fully charged.

Mobile charging

When you are mobile with no electrical outlet available, you can still charge your hearing instruments. Energy is fed from the charger's integrated battery into your hearing instruments. The charger must be turned on to do so.



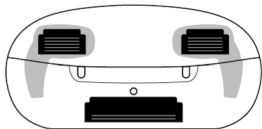
The charging status of charger and hearing instruments is shown by pushing the button or opening the lid.

Safekeeping

When charging of hearing instruments is completed, safely store your hearing instruments inside the charger with lid closed.

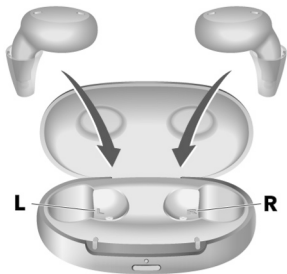
In case you want to store the hearing instruments for a longer time, you can turn off the charger.

The charger can only be turned off when there is no power source connected into the charger.



Charging hearing instruments

- ▶ Place the right hearing instrument in the charging cup marked with an "R", and the left hearing instrument in the charging cup marked with an "L".
- ▶ Close the charger's lid.



- ▶ The hearing instruments are automatically turned off and start charging. The charging status is shown for 7 seconds.

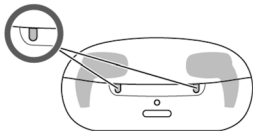
If the status LEDs do not light up when you insert the hearing instruments, check the following:

- The hearing instruments are not correctly placed. Push them slightly into their charging cups or close the charger's lid.
- The charger is turned off. Press and hold the button for 5 seconds to turn on the charger or connect the charger to an electrical outlet.
- The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet.

Charging status of hearing instruments

The **LED** next to a hearing instrument indicates the charging status of the hearing instrument.

Note that the status is only displayed immediately after putting the hearing instruments in the charger, when you briefly press the button or when you open the lid.



When the charger is off, no status is displayed at all.

Hearing instrument LED

Pulsing green

Hearing instrument is being charged.

Green

Hearing instrument is fully charged.

LED is off

No hearing instrument is in the charger, hearing instrument is not placed correctly, or charger is off.

Pulsing orange

Cooling phase. Charging is resumed when the device has cooled down. Please refer to section "Troubleshooting".

Hearing instrument LED

Blinking red

Hearing instrument error. Please refer to section "Troubleshooting".

Low power indication of the hearing instruments

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.

Turning on and off hearing instruments

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

- ▶ 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 on.

Switching to standby mode

Via remote control, 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 is not at hand: Turn your hearing instruments off and on again (by shortly placing them in the charger until one or more LEDs light up). Wait until the startup melody is played in your hearing instruments. This may take several seconds. Note that the **default** volume and hearing program are set.

Inserting and removing the hearing instruments



CAUTION

Risk of injury!

- ▶ Always wear the hearing instrument with an ear piece.
- ▶ Make sure that the ear piece is completely attached.



CAUTION

Risk of injury!

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

Inserting a hearing instrument:

- Identify right and left hearing instrument so that you insert it in the correct ear.

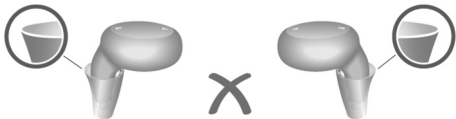
Letters R and L indicate the side:

R = right ear

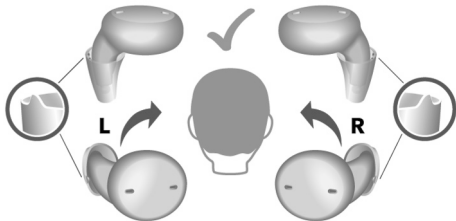
L = left ear



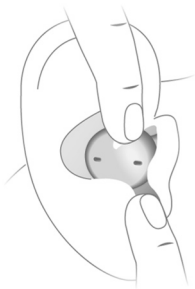
- Make sure the Click Sleeve is positioned correctly. The shape should follow the shape of the hearing instrument.



- Hold the hearing instrument correctly before inserting it.
The flap of the Click Sleeve should be pointing to the front side of the ear.



- ▶ Place the hearing instrument in the outer ear and twist it slightly until it sits well.
- ▶ Open and close your mouth to avoid accumulation of air in the ear canal.

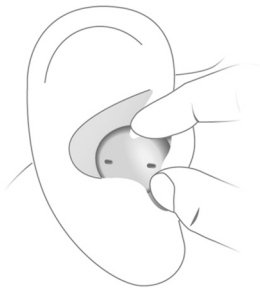




If you have problems inserting the hearing instrument, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the hearing instrument.

Removing a hearing instrument:

- Grip the hearing instrument with two fingers and pull it out.





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, use a remote control option.

An optional signal can indicate the volume change.

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 manually, use a remote control option.

Refer to section "Hearing programs" for a list of your hearing programs.

The default volume is applied.

Special listening situations

On the phone

When you are on the phone, turn the receiver slightly so that it does not completely cover your ear.



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.

Frequently asked questions

You may have some questions on how to best charge your hearing instruments. Read the questions and answers below. If you have more questions, your Hearing Care Professional will help you.



Why do my hearing instruments not turn on when I take them out of the charger?

Check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger. Refer to the section "Turning the charger on or off".

- The charger's internal battery is too low. Connect the charger to an electrical outlet.

Now take your hearing instruments out of the charger.



How can I turn off my hearing instruments without charging them?

- ▶ Place the hearing instruments in the charger. Ensure that they are inserted correctly (status LEDs light up). The hearing instruments are automatically turned off and start charging.
- ▶ Disconnect the charger from the electrical outlet.
- ▶ Press and hold the button for 5 seconds to turn off the charger. Charging stops.



What should I pay attention to when charging?

The hearing instruments and charger must be clean and dry. Observe the operation conditions in section "Operating, transport, and storage conditions". Avoid charging at high temperatures, as this can shorten the life span and capacity of the power cell.

If you use the charger in a very warm environment, note that it will stop charging if the hearing instruments or the charger's temperature exceeds 42 °C (107 °F). The LED of the hearing instrument and/or of the charger LED will pulsate orange during the cooling phase. Charging resumes

automatically after the device has cooled down. Do not touch the hearing instruments until the front LEDs are pulsing green, the hearing instruments may be hot.

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

Use conventional products to dry your hearing instruments. 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 by placing them in the charger. The charger must be on. If the charger is not on 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. Leave them in the charger with the lid closed. Once the hearing instruments are fully charged the charger and the hearing instruments are turned off automatically.

We recommend using drying products while storing the hearing instruments.

If you need to store your hearing instruments for more than 3 months, put them in the charger and make sure the charger is turned off.

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

Ear pieces

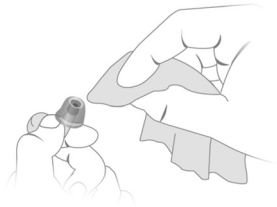
Cleaning

Cerumen (ear wax) may accumulate on the ear piece. This may affect sound quality. Clean the ear piece daily.

For all types of ear pieces:

- Clean the ear piece when you take it out of the ear with a soft and dry tissue.

This prevents that cerumen becomes dry and hard.



For Click Domes or Click Sleeves:

- Squeeze the tip of the ear piece.



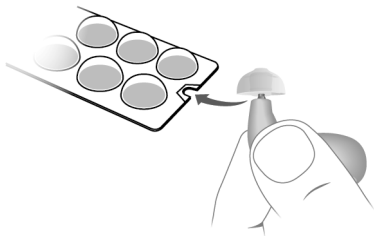
Exchanging

Exchange standard ear pieces approximately every three months. Replace them sooner if you notice cracks or other changes. The procedure for exchanging standard ear pieces depends on the type of ear piece. In section

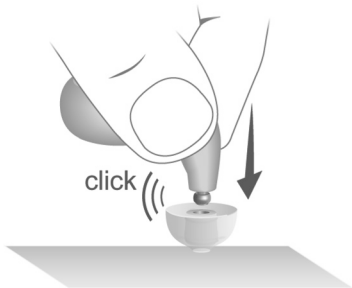
"Components and names", your Hearing Care Professional has marked your type of ear piece.

Exchanging Click Domes

- To remove the old Click Dome, follow the instructions on the packaging of the Click Domes.



- ▶ Take particular care that the new Click Dome clicks noticeable in place.
- ▶ Check the firm fit of the new Click Dome.

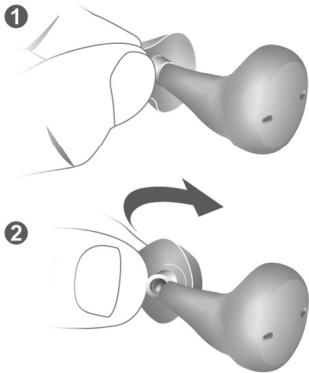


Exchanging Click Sleeves

Remove the Click Sleeves in one of the two ways explained below.

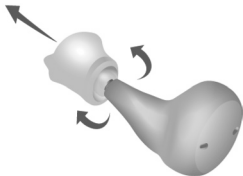
Tilt and click off:

- ▶ 1. Grasp the Click Sleeve and the hearing instrument with your fingers
- ▶ 2. Tilt the Click Sleeve to snap it off.



Pull off inside out:

- ▶ Turn the Click Sleeve inside out.
- ▶ Grasp the Click Sleeve and the hearing instrument with your fingers, and pull the Click Sleeve off.



Attach a new Click Sleeve:

- ▶ Hold the Click Sleeve in one hand and the hearing instrument in the other hand.
- ▶ Point the flap on the Click Sleeve towards the outer and upwards curved "neck" of the hearing instrument and snap them together.
- ▶ Take particular care that the new Click Sleeve clicks noticeably in place.



Charger

Cleaning



NOTICE

Risk of injuries caused by electric shock!

- ▶ If cleaning is required, disconnect the charger from the power supply.

- ▶ Clean the charger with a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.

Professional maintenance

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

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

Important safety information for hearing instruments and charger

Safety information on lithium-ion rechargeable batteries



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.

- Observe the operating conditions. Refer to the section "Operating, transport, and storage 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 the 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 decreases considerably. Return the device to your Hearing Care Professional.

- Do not dispose of the device in fire or water.

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 device to the Hearing Care Professional.

Safety information for hearing instruments

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

Safety information for charger

Personal safety for charger



WARNING

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Risk of injury!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.



WARNING

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e. g. in mining areas).



WARNING

Risk of burns!

- ▶ Do not place anything other than your hearing instruments in the charger.



WARNING

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



WARNING

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with CISPR 35 and CISPR 32. Therefore the use of the charger in hospitals should be permissible. Nevertheless the charger may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).



WARNING

Interference with implantable devices

- ▶ The device can be used with all electronic implants that comply with the ANSI/AAMI/ISO 14117:2012 Electromagnetic compatibility standard for human implants.
- ▶ In case your implant does not comply with the ANSI/AAMI/ISO 14117:2012 standard, consult the manufacturer of your implantable device for information about the risk of disturbance.

Product safety for charger



NOTICE

- ▶ Protect your device from extreme heat. Do not store it in direct sunlight.



NOTICE

- ▶ Protect your devices from high humidity.



NOTICE

- ▶ Do not dry your devices in the microwave oven.



NOTICE

Do not drop. Internal components may get damaged.

Requirements for the electrical plug

Use an electrical plug with an output voltage of 5 V and a minimum output current of 500 mA.



WARNING

Risk of electric shock!

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

Further information

Accessories

The type of available accessories depends on the instrument type. Examples are: a remote control, an audio streaming device, or a smartphone app for remote control.

Consult your Hearing Care Professional for further information.

Operating, transport and storage conditions

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

Hearing instruments:

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 %	5 to 93 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

Charger:

Operating conditions	USB-Charging	Qi Charging
Temperature	10 to 35 °C (50 to 95 °F)	10 to 30 °C (50 to 86 °F)
Relative humidity	5 to 93 %	5 to 93 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

During extended periods of transport and storage, please observe the conditions below.

Hearing instruments:

	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

Charger:

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



WARNING

Risk of injury, fire or explosion during shipment.

- Ship power cells, hearing instruments and/or charger according to local regulations.

Disposal information



NOTICE

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

Symbols

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.



Frequently asked question.

Symbols on the device or packaging



CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".



EMC and radio communications compliance label Australia, refer to section "Conformance information".



Indicates the legal manufacturer of the device.



Do not dispose of the device with general domestic waste. Read more in section "Disposal information".

Symbols on the device or packaging



Read and follow the instructions in the user guide.



According to IEC 60601-1, the applied parts of this device are classified as type B.



Keep dry during transportation.



Temperature during transportation.
Read more in section
"Operating, transport and storage conditions".

Symbols on the device or packaging



Relative humidity during transportation. Read more in section "Operating, transport and storage conditions".



Atmospheric pressure during transportation. Read more in section "Operating, transport and storage conditions".



Medical device.



Compatible with Qi-certified wireless chargers.

Symbols on the device or packaging



Bluetooth® low energy technology.

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.



Charger data

Under the removable silicone lining in the lid of the charger is a label with symbols, serial number, CE mark and legal manufacturer of the charger. Lift the lining from the lid with your fingernail and pull it off. To reinsert, press around the edges.

Troubleshooting for hearing instruments

Problem and possible solutions

Sound is weak.

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

Problem and possible solutions

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.
-

Problem and possible solutions

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.

Troubleshooting for the charger

Problem and possible solutions

No LED lights are on.

- Check if the power supply is connected correctly.
-

Problem and possible solutions

LEDs are pulsing orange.

Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after cooling down (about 15 minutes).

- Do not touch the hearing instruments while the LEDs are pulsing orange. The hearing instruments may be hot.
 - In case the charger enters cooling phase multiple times during charging, please make sure to place the charger in an environment that complies with the recommended operating conditions.
-

Problem and possible solutions

Charger LED is blinking red.

An error in the charger has occurred.

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing instruments in the charging cups.

If the LEDs are still blinking red:

- Take the hearing instruments out of the charger and disconnect the charger from the power supply.
 - Contact your Hearing Care Professional for support.
-

Problem and possible solutions

Hearing instrument's LED is blinking red.

An error in the hearing instrument has occurred.

- Take the respective hearing instrument out of the charger and disconnect the charger from the power supply.
 - Contact your Hearing Care Professional for support.
-

Consult your Hearing Care Professional if you encounter further problems.

Country-specific information

USA and Canada

Certification information for hearing instruments with wireless functionality, Signia Active and Active Pro:

- DBIF1
- FCC ID: 2AXDT-DBIF1
- IC: 26428-DBIF1

Important information

Conformance information for charger

The CE mark indicates conformity with the following European directives:



- 2014/30/EU concerning electromagnetic compatibility
- 2014/35/EU concerning electrical equipment designed for use within certain voltage limits
- 2011/65/EU RoHS concerning the restriction of hazardous substances

The CE mark indicates conformity with certain European directives. The full text of the declaration of conformity can be obtained from www.signia-hearing.com/doc.

This device complies EN 55011:2016 / A1:2017 Group 2 Class B.

This device complies with Part 18 of the FCC Rules and with CAN RSS-216 / CNR-216.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and

- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

For conformance information for hearing instruments, refer to the safety manual supplied with the device.

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Service and warranty

Serial numbers

Left hearing instrument:

Right hearing instrument:

Charger:

Service dates

1:

4:

2:

5:

3:

6:

Warranty

Date of purchase:

Warranty period in months:

Your Hearing Care Professional

Made for

 iPhone | iPad | iPod



**Legal Manufacturer,
hearing instrument:**

WSAUD A/S
Nymoellevej 6
3540 Lynge
Denmark



0123



**Legal Manufacturer,
charger**

WSAUD A/S
Nymoellevej 6
3540 Lynge
Denmark



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