

Phonak Earbuds

User Guide



A Sonova brand

PHONAK
life is on

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1. Welcome

Thank you for choosing Phonak Earbuds.
Please read this user guide carefully to discover how to benefit from the features.

The "Phonak myEarbuds" app provides additional benefits as described in chapter 4.5.

 Please read the safety warnings prior to installation or use of the product.

Phonak – life is on

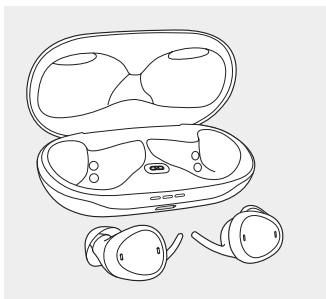
www.phonak.com



CE mark applied: 2021

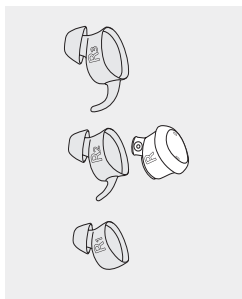
2. Getting to know your earbuds

2.1 Packaging content

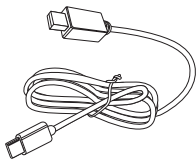


Left
earbud

Right
earbud



Spare pairs of small
and large sleeves



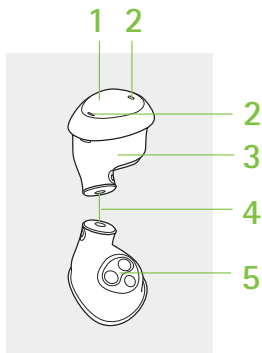
USB-C to USB-A cable



2.2 Product description

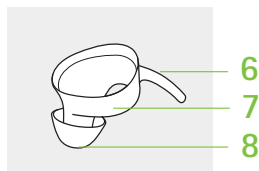
Earbuds

- 1 Multi-function button (short and long press/double tap)
- 2 Microphones
- 3 Left/right marking
- 4 Sound outlet
- 5 Charging contacts and ear sensor

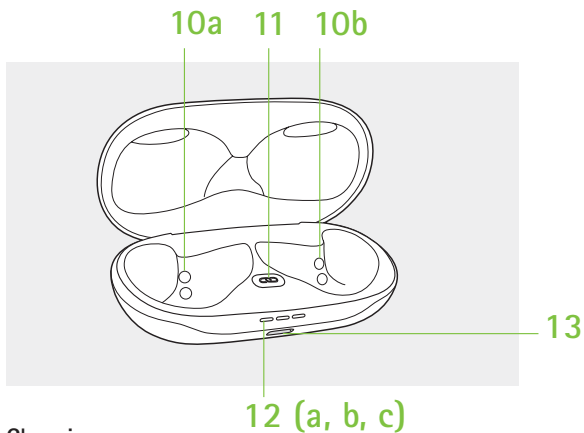


Sleeves

- 6 Retention for secure hold
- 7 Size (1-3) and left (L) / right (R) marking
- 8 Dome



① The default voice prompt language is English.
This – and other configurations – can be adjusted
with the Phonak myEarbuds app.



Charging case

10 Charging contacts

- a Left earbud
- b Right earbud

11 Pairing button

12 Battery indicator lights

- a Left earbud
- b Case
- c Right earbud

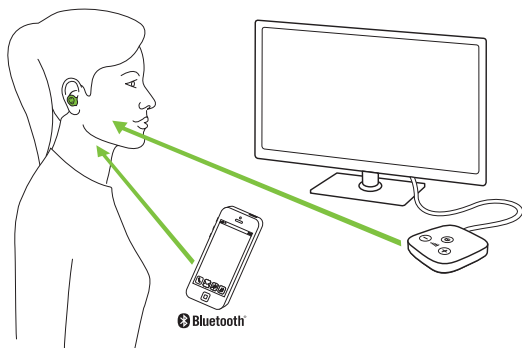
13 USB-C charging socket





2.3 General use

The intended use of these earbuds is to wirelessly connect to Bluetooth® enabled devices such as mobile and smart phones or tablets.



You can stream the stereo audio signal to the earbuds and make hands-free phone calls.

To watch TV, best results are achieved when using the dedicated low latency interface "Phonak TV Connector".





2.4 Streaming stability

Line-of-sight between your earbuds and the connected device is not required.

The connection range is typically up to 10 meters (30 ft).

The range may be reduced when the signal is obstructed by obstacles such as walls or the human body.

Best results are achieved when using the earbuds in line of sight to the connected device.

If the audio transmission is interrupted, reduce the distance and avoid obstacles in between.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova AG is under license.

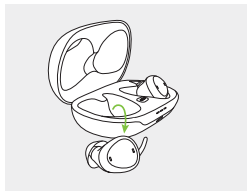




3. Getting started

3.1 Switching earbuds on or off is easy

The earbuds automatically switch on when removed from the case. They switch off when back in the case.



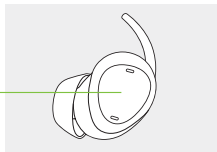
The indicator lights will light up

● ● ●: Battery ok

● ● ●: Battery <20%, consider charging

In the event an earbud switched off, a short press on the button switches it on again.

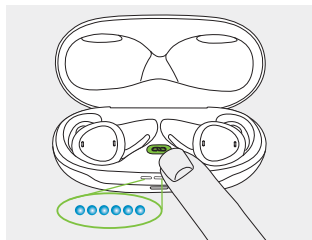
short press





3.2 Put the earbuds into pairing mode

1. Make sure both earbuds are placed in the case correctly.
2. Press and hold the pairing button for 2 seconds, until the indicator light starts to blink blue.
3. The pairing mode will stop after 3 minutes or when the pairing was successful.
4. Leave the earbuds in the case and continue to chapter 3.3.





3.3 Connect to a mobile device

If it is the first time connecting the earbuds to the device, you must put them into pairing mode as described in chapter 3.2. After they have been paired, the earbuds should connect automatically when removed from the case.

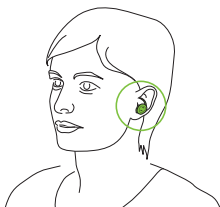
When using earbuds with your phone (or tablet)



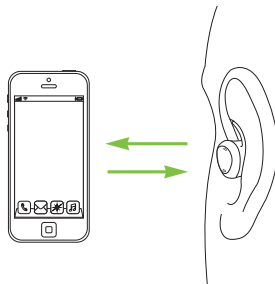
1. Open the "Bluetooth" settings and activate Bluetooth on your phone.
2. Wait until you see the Phonak Earbuds in the list of available devices and select it.
3. Your phone will now connect to the earbuds.

① If the myEarbuds app is installed and connected, you may see "Phonak Earbuds LE" in the list of paired devices. Do not select it.

4. Insert the earbuds into both ears. You will hear a confirmation when inserted.



5. The sound from your phone will be played through the earbuds when connected.



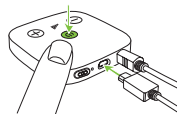
① When you remove both earbuds from the ear, the sound will be paused. This behavior can be configured in the Phonak myEarbuds app.



When using earbuds with the Phonak TV Connector

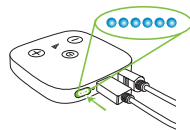
To connect the earbuds with the TV Connector follow these steps:

1. Make sure the TV Connector is properly connected to the TV or sound source and switch it on.



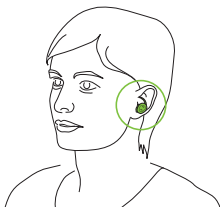
❗ If you purchased the Phonak Earbuds and TV Connector in separate packages, follow steps a to c below to connect them for the first time:

- a Put the earbuds in pairing mode as described in chapter 3.2.
- b Press the pairing button  on the back of the Phonak TV Connector. You will see a blue blinking indicator light.
- c Wait until the indicator lights on both the TV Connector and the charging case stop blinking.

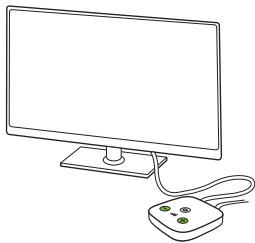




2. Insert the earbuds into both ears. You will hear a confirmation when inserted.
3. As soon as there is sound from the TV the transmission will start automatically.



4. Use the "+" and "-" buttons on the TV Connector to set a comfortable initial volume level.



① Please consult the Phonak TV Connector user guide and its safety instructions for more information on www.phonak.com/tvconnector.



Additional information about pairing

- The earbuds can be paired to a maximum of 8 devices. A 9th pairing will replace the least used device.
- The indicator lights will blink blue during pairing. This can take up to 2 minutes, but typically is finished within a few seconds.
- The earbuds must be paired only once to a phone, tablet or TV Connector. Devices remain paired after powering off and will reconnect automatically when powered on if they are within reach.
- To connect manually, go to your devices Bluetooth menu and select "Phonak Earbuds" from the list.

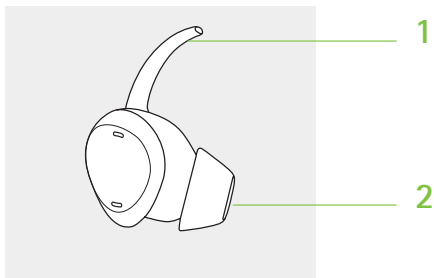




3.4 Fit your earbuds perfectly

The sleeve is an important part of your earbuds and is available in three sizes – 1, 2 and 3. The size is indicated on the sleeve.

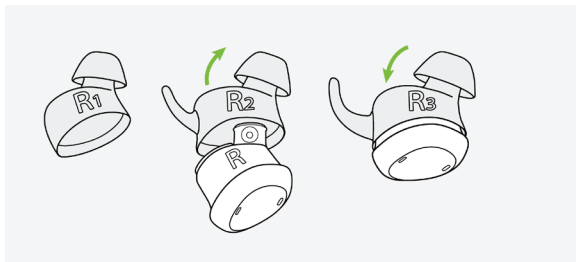
- 1 The retention helps to hold the earbud in place.
- 2 The dome must sit firmly in your ear canal for a good seal.





If the default medium size sleeve (size 2) is too large or small for you, choose size 1 or 3.

1. Pull the sleeve carefully from the earbud.
2. Gently insert earbud into the sleeve that fits you best.



3. Repeat for the other side.

- ① The size of the sleeve may be different for the left and right ear.
- ① Make sure the left and right side of the sleeve and earbud are aligned (L= left side, R = right side).

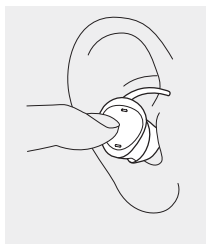




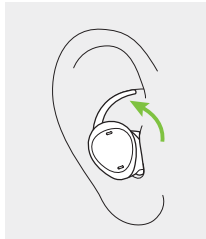
3.5 Place the earbuds into your ears

The left and right side indication (L, R) is printed on the sleeve. Select the correct side for insertion into your ear.

1. With the dome pointing to your ear canal and downward, gently insert the earbud.



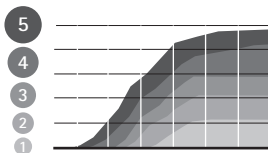
2. Rotate the retention until it sits firmly and conformably in the bowl of the ear.



4. Daily use of the earbuds

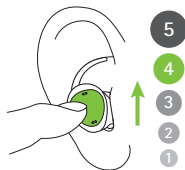
4.1 Speech clarity settings

During streaming, you can manually select one of five pre-defined speech clarity settings.

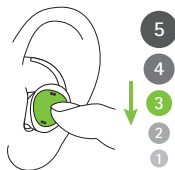


- Setting 1: no additional amplification
- Settings 2-5: increase of the high frequency sound for more speech clarity.

Use **long press right** (>1.5 sec) to increase clarity.



Use **long press left** (>1.5 sec) to reduce sharpness..

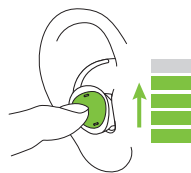




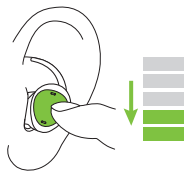
4.2 Setting the volume

You can also change the volume of the streamed signal directly from the earbuds.

Use **short press right** (>0.5 sec) to increase volume.



Use **short press left** (<0.5 sec) to decrease volume.



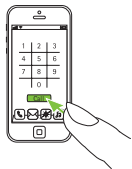
- ① Alternatively you can also change the volume using the phone.
- ① Volume and speech clarity settings are automatically stored when earbuds are powered off.





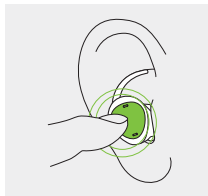
4.3 Making a phone call

To make a hands-free phone call, ensure the earbuds are connected to the phone and correctly inserted into your ears.



To start a call, initiate the call from the phone.

When receiving an incoming call you will hear the ringtone through the earbuds. Use earbud on either side to accept or reject the call.



Accept call

Double tap or
short press

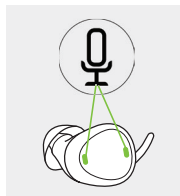
Reject call

Long press (>1.5 sec)



Microphone pick up

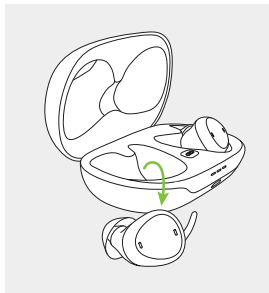
During a phone call your voice is picked up by the "primary" earbud microphones.



- ① It is important to protect the two small microphone inlets from dirt and debris.

The primary earbud is the one removed from the charging case first.

If you remove the primary earbud from your ear during a call, the secondary earbud becomes the primary.



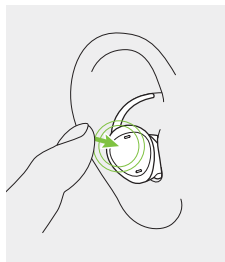
- ① The switch between primary earbuds can take up to 3 seconds and you may hear an interruption. This is normal.



Phone call features

Usually the call is controlled via the phone. Some key features however can be assigned to a double tap such as microphone mute or ending the call.

To enable those features, download the Phonak myEarbuds app from the app store and follow the instructions.



The volume control and selection of the speech clarity programs as described in chapters 4.1 and 4.2 are also active during call.

❗ Phone calls via Bluetooth will always take priority over sound streaming.



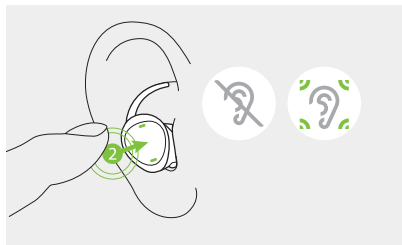


4.4 Ambient awareness

One important feature of the earbuds is the ability to hear ambient sound while streaming.

By default, you will hear the ambient sound.

In the Phonak myEarbuds app you can configure the double tap to switch ambient sound off or on.



You can also configure the volume of the ambient sound.

① During phone call the ambient sound cannot be changed.





4.5 Using the Phonak myEarbuds app

We recommend to benefit from the Phonak myEarbuds app. It offers many advantages such as:

- Earbuds stay up-to-date with the latest firmware.
- Ability to change and configure the default English spoken messages.
- Ability to configure the double tap for additional features such as starting the voice assistant, pause and resume streaming, previous and next track, information about the battery state, control of ambient sound, and more.
- Product registration.

To download and install the Phonak myEarbuds app:

- Scan the respective QR code on the following page, or
- Go to your app store and search for "Phonak myEarbuds".





App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries.

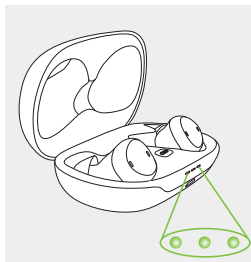
Google Play and the Google Play logo are trademarks of Google LLC.



4.6 Charging the earbuds

The charging case is equipped with its own rechargeable battery.

- To charge earbuds, place the earbuds into the case.
- The green blinking light indicates earbuds have been inserted correctly and charging will begin.
- Bluetooth will disconnect when earbuds are placed into the case.



- ① When not in use it is recommended to store the earbuds safely in the case.
- ① Ensure the charging contacts are free of dirt and debris.



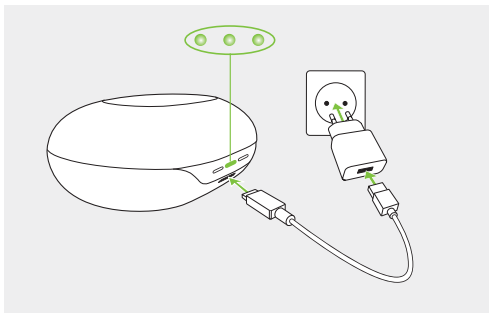


4.7 Charging the case

The charging case will charge the earbuds up to 1.5 times before it must be charged.

With cable

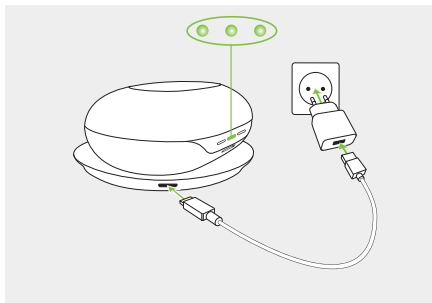
- Plug the USB-C cable into the charging case.
- Plug the other end of the cable into any certified USB-A compatible charger.
- The indicator light on the case will blink to indicate that the charging started.





Wirelessly

- Place the charging case onto a Qi-certified charging pad.
- The LED on the case will flash to indicate correct placement.



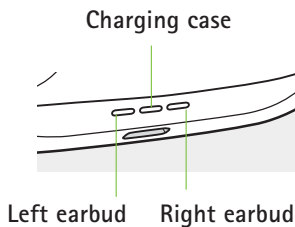
① Wireless charging via Qi-pad may take longer than charging directly via cable.





4.8 Battery status indicators

As soon as the earbuds are in the case their battery state will be displayed.



Indicator lights respond when:

- Placing the earbuds into the charging case.
- Opening or closing the lid of the charging case.
- Plugging the power cable into a power source.
- When placing on a wireless Qi-charging pad.



Solid green		Battery fully charged
Green blinking		Battery charging
Red blinking		Battery <20% charging required
No light		Batteries depleted, charging required
Blue blinking		Manual pairing in progress
Orange blinking		Firmware update in progress

- ① The indicator lights will dim after 10 seconds if the lid is closed.
- ① Spoken voice messages will inform about the remaining battery when earbuds are being worn.
- ① State of charge is also displayed in the Phonak myEarbuds app.



4.9 Cleaning the sleeves

Over time, earwax can accumulate in the earbud sleeve. Follow these steps to clean:

1. Gently remove earbud from sleeve.
2. Hand wash the sleeve in warm water with a little soap. Never put water on the earbud itself!
3. Make sure sleeve is completely dry! Then gently insert earbud again.





4.10 Firmware update

The Phonak Earbuds can be updated to the newest firmware via the Phonak myEarbuds app.

Updating firmware helps to keep the earbuds up to date. If you encounter functional issues with your earbuds, first ensure you are using the latest firmware version.

To download the app please refer to the links provided in chapter 4.5.

The app will automatically detect whether there is an new version available.



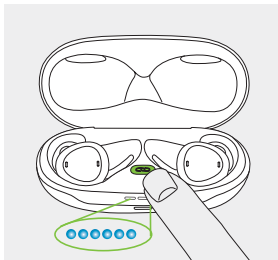
4.11 Factory reset

If you encounter issues with a paired device and your earbuds, you may consider a factory reset. This will:

- Delete all paired devices
- Reset all configurations to factory default

1. Make sure both earbuds are placed in the case correctly.

2. Press and hold the pairing button for 2 seconds, until the indicator lights start to blink blue.



3. Short press the pairing button two times while indicator lights are blinking blue.

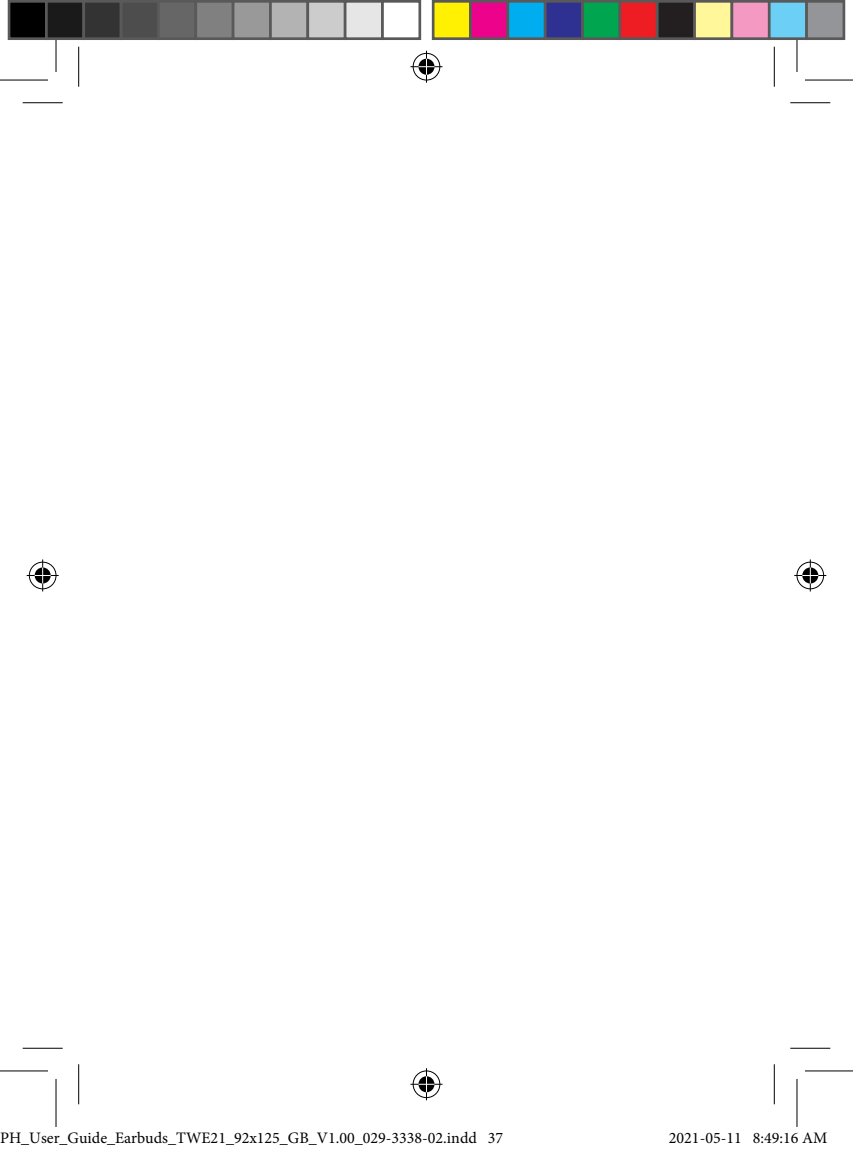
① After factory reset you must perform the pairing process again as described in chapter 3.



5. Troubleshooting

Please visit www.phonak.com/earbuds-support for an interactive support user guide.







6. Service and warranty

6.1 Local warranty

Please ask the hearing care professional, where you purchased your devices, about the terms of the local warranty.

6.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

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





6.3 Warranty limitation

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



Serial number:

Authorized hearing
care professional
(stamp/signature):



Date of purchase:





7. Compliance information

Europe:

Declaration of Conformity

Hereby Sonova Communications AG declares that this product is in compliance with the essential requirements of the Radio Equipment Directive 2014/53/EU. To obtain a copy of the declaration of conformity please visit www.phonak-communications.com/en/about-us/certificates

Operation frequency: 2400 - 2483.5 MHz / 111 - 147kHz

Power level: <10 mW.

This product, including its accessories, complies with the requirements of the Radio Equipment Regulations 2017 as they apply to equipment being supplied in or into Great Britain from 1 January 2021.

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia.



The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

The wireless models are certified under:

Charging case Model: TWE21 / Earbuds Model: TWE21EB

USA **FCC ID:** KWC-TWE21 / KWC-TWE21EB

Canada **IC:** 2262A-TWE21 / 2262A-TWE21EB



Notice 1:

This device complies with Part 15 of the FCC Rules and with Industry Canada's license – exempt RSSs. Operation is subject to the following two conditions:

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





Notice 2:

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

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:





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

Notice 4:

Japanese Radio Law Compliance.

This device is granted pursuant to the Japanese Radio Law (電波法). This device should not be modified (otherwise the granted designation number will become invalid)."

More details can be found in the data sheet which can be downloaded from www.phonak.com/earbuds-tv-solution.



8. Information and explanation of symbols



The CE symbol is confirmation by Sonova Communications AG that this product meets the requirements as the Radio Equipment Directive 2014/53/EU.



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



Indicates the device manufacturer.



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



Important information for handling and product safety.





Operating conditions

The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.



Temperature transport and storage:
-20° to +40° Celsius
(-4° to +104° Fahrenheit).
Temperature operation:
5° to +40° Celsius
(+41° to +104° Fahrenheit).



Keep dry.



The UKCA symbol is confirmation by Sonova Communications AG that this product meets the Radio Equipment Regulations 2017 for Great Britain.



The device is designed for Direct Current (DC) power source with the specified parameters defined on the label of the product.



Humidity during transportation and storage: <90% (non-condensing).
Humidity operation: <85% (noncondensing).

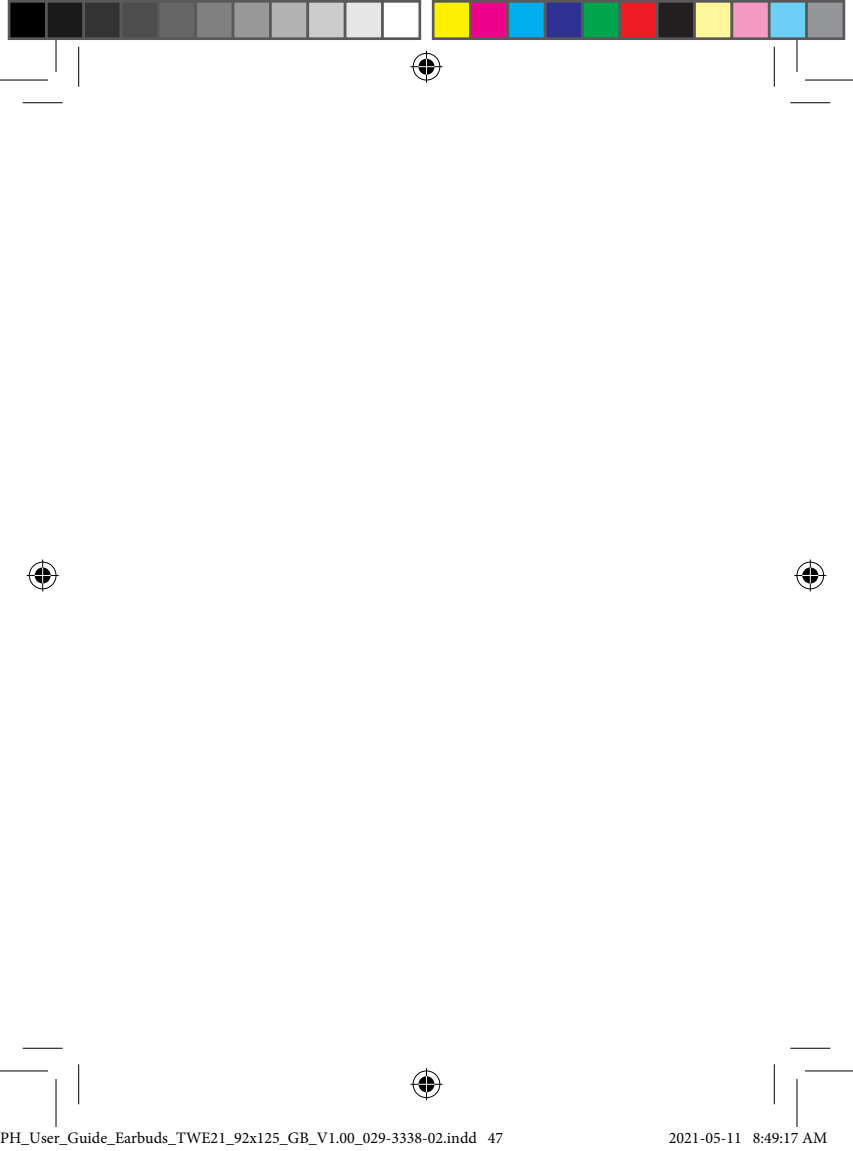


Atmospheric pressure: 860 hPa to 1060 hPa.



This symbol on the product or its packaging means that it should not be disposed of with your other household waste. It is your responsibility to dispose of your waste equipment separately from the municipal waste stream. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.







9. Important safety information

Please read the information on the following pages before using your device.

Hazard warnings

-  This device is not for children below 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.
-  The USB port of the charger is to be used for the described purpose only.
-  External devices may only be connected if they have been tested in accordance with the relevant standards IEC 62368-1 or other applicable safety standards.
-  For charging, use only IEC 62368-1 certified equipment with an output rating of 5 VDC, min. 600 mA.



- ⚠ Do not cover the charging case while charging, e.g. with a cloth etc.
- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the earbuds or charging case including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- ⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.



-  The earbuds and charging case contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage only.
-  The system operates between 2.4 GHz - 2.48 GHz frequency range. When flying please check if flight operator requires devices to be off.
-  Use caution and follow applicable laws regarding mobile phone and headphone use if using the earbud for phone calls while driving. Some jurisdictions impose specific limitations, such as single earbud configuration, on the use of such products while driving. Don't use the earbuds for any other purpose while driving.
-  Focus on your safety and that of others if you use the earbuds while engaging in any activity requiring your attention, e.g., while riding a bicycle or walking in or near traffic, a construction site or railroad, etc. Remove the earbuds or adjust your volume to ensure



you can hear surrounding sounds, including alarms and warning signals.

- ⚠ The ambient awareness mode can reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ Do not use the earbuds at a high volume for any extended period. To avoid hearing damage, use your earbuds at a comfortable, moderate volume level.
- ⚠ Put on the earbuds at low volume then slowly adjust the volume control to a comfortable level.
- ⚠ The earbuds should not be used by clients with perforated eardrums , inflamed ear canals or otherwise exposed middle ear cavities. In the unlikely case that any part of this product should remain in the ear canal, it is strongly recommended to see a medical specialist for safe removal.



- ⚠ Do not insert the earbuds too deep into your ears and never insert them without the sleeves.
- ⚠ Always remove the earbuds slowly and carefully from your ears.
- ⚠ If the sleeve - or parts of the sleeve (dome, retention) - is broken or damaged it needs to be replaced.
- ⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of earwax occur, please check with your hearing care professional or physician.
- ⚠ Avoid strong physical impacts to the earbuds or the ear when wearing them. A strong physical impact to the earbuds or ear (e.g. during sports) may lead to perforation of the ear canal or eardrum.



- ⚠ This device may generate magnetic fields. If any influence of the device on the implantable device (e.g. pacemakers, defibrillators, etc.) is experienced, stop using the device and contact your doctor and /or the manufacturer of the implantable device for advice.
- ⚠ The devices contain lithium-ion batteries with a Watt hour rating <20 Wh which have been tested according to UN 38.3 of the "UN Manual of Tests and Criteria" and should be shipped in accordance with all the rules and regulations on the safe shipment of lithium-ion batteries.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
- Keep the earbuds and charging case at least 15 cm (6 inches) away from the active implant. If you experience any interference, switch off the earbuds and contact the manufacturer of the active implant.





Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- If using a Phonak wireless accessory, consult the chapter "Important safety information" in your wireless accessory user guide.

 Changes or modifications to any of the devices that were not explicitly approved by Sonova Communications AG are not permitted. Such changes may damage your ear or the devices.

 Only authorized personnel are allowed to disassemble the charging case due to possible electrical hazard.

 Dispose of electrical components in accordance with your local regulations.





Product safety information

- ① Protect the device connectors, plugs, power supply from dirt and debris.
- ① Do not use excessive force when connecting your device to the cable or when inserting the earbuds into the charging case.
- ① Protect the device from excessive moisture (bathing or swimming areas) and heat sources (radiator). Protect the device from excessive shock and vibration. Never immerse them in water.
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them.
- ① Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.



- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of the devices. Remove and keep them outside the examination room/area before undergoing:
 - Medical or dental examination with X-ray (also CT scan).
 - Medical examinations with MRI/NMRI scans, generating magnetic fields.
- ① Do not drop your earbuds or the charging case! Dropping onto a hard surface can damage them.
- ① If the device has been damaged, if it overheats, has a damaged charging pin or plug, or has been dropped into liquid, stop using your device and contact authorized service centre.
- ① Protect your earbuds and charging accessories from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your earbuds or charging accessories (due to risk of fire or explosion).





- ① Do not place the earbuds and charging case close to an induction cooking surface. Conductive structures inside the charging accessories could absorb inductive energy resulting in thermal destruction.
- ① Ensure to charge and use the earbuds and charging case within operating temperature range: 5° to +40° Celsius (41° to 104° Fahrenheit).
- ① Always make sure that the earbuds and charging case are dry and clean, especially before charging. Otherwise the charging reliability cannot be guaranteed.
- ① If you are not using the earbuds, store them in the charging case in a well ventilated location. This allows moisture to evaporate and prevents a potential impact on performance.

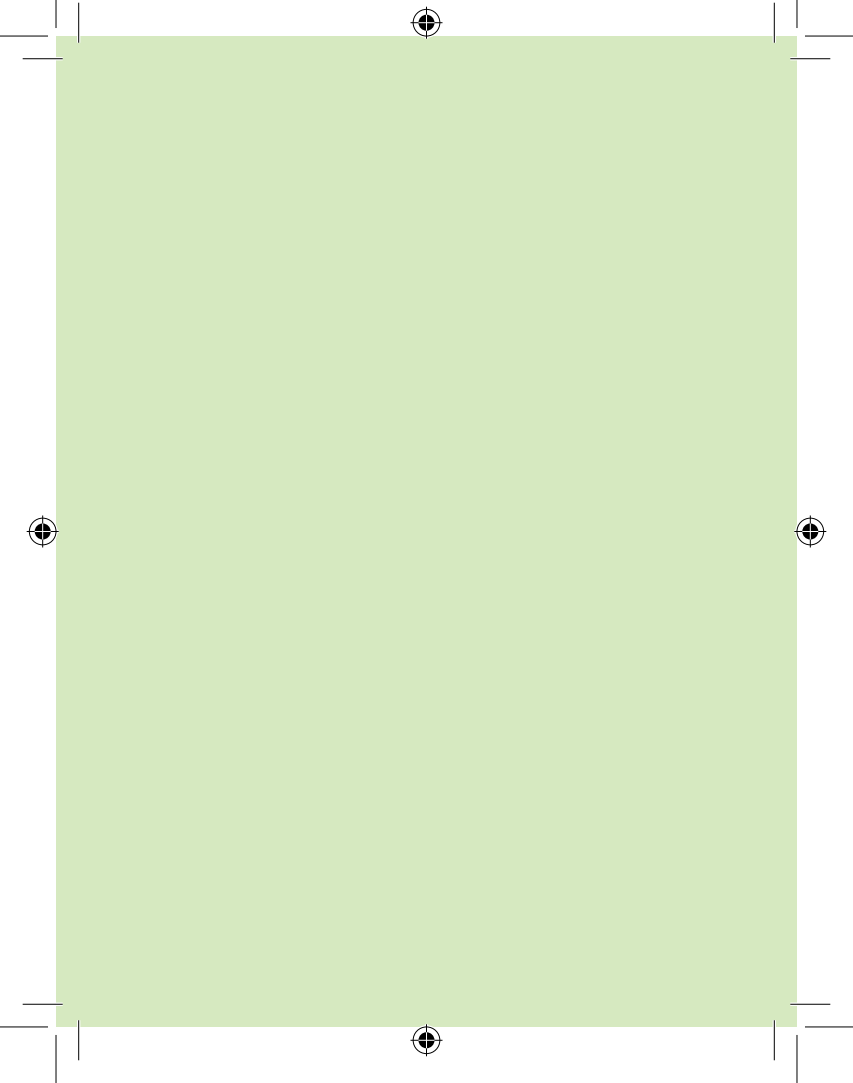




- ① Use of accessories and cables other than those specified or provided by the manufacturer of this device could result in increased electromagnetic emissions or decreased electromagnetic immunity of this device and result in improper operation.
- ① Taking apart the devices will cause damage.

Other important information

- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.
- ① When using the earbuds with the Phonak TV Connector, protect your eyes of the optical light from the optical Toslink cable when plugged into the device or TV.





Your hearing care professional:



Manufacturer:

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Switzerland

sonova
HEAR THE WORLD



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