

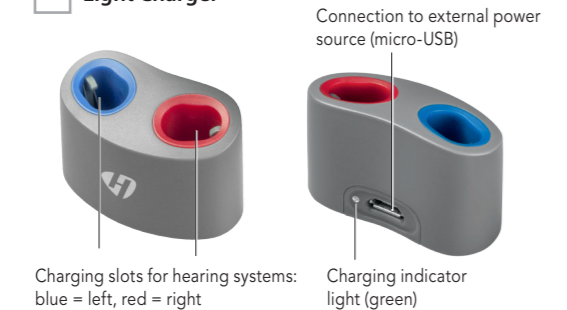


Your Charging Station.

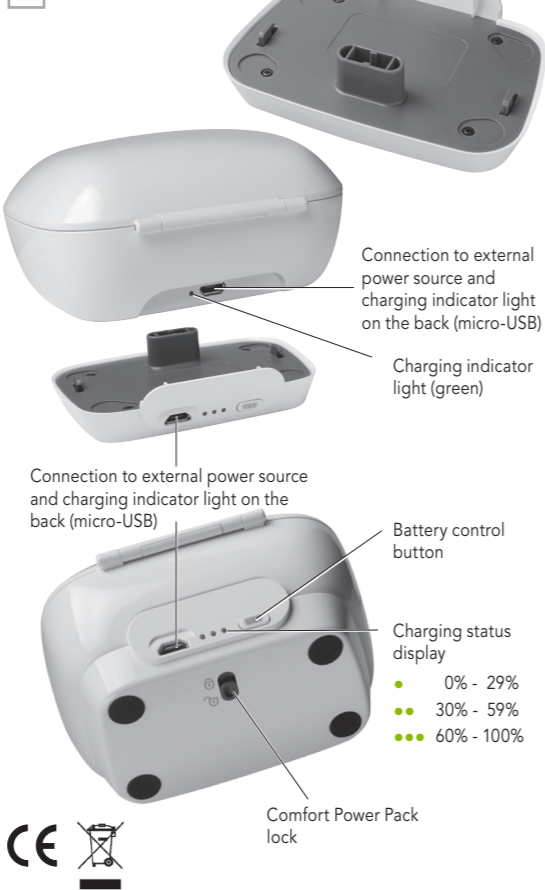
Comfort Charger (charging station)



Light Charger

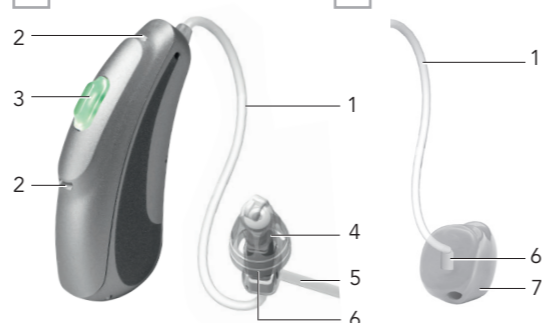


Comfort Power Pack



Your Hearing System.

AQ HD S



- 1 **Tube** – connects the hearing system to the receiver unit
- 2 **Microphone / Microphone protector**
- 3 **Button** – Status display when positioning in charging station (LED) – used to select programs and/or adjust volume (depending on individual settings)
- 4 **Dome**
- 5 **Support** – prevents dome and tube from slipping out of the ear canal
- 6 **External receiver**
- 7 **Earmold**

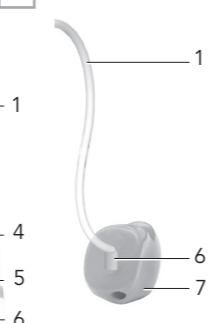
Side marking



FCC-ID hearing system: KWC-RICR

Conformity to directive 93/42/EEC concerning medical devices

AQ sound SHD S



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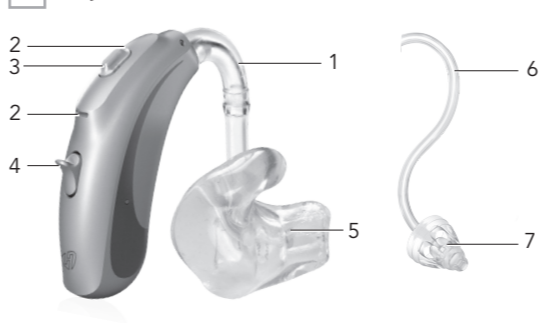
Side marking



FCC-ID hearing system: KWC-BTER

Conformity to directive 93/42/EEC concerning medical devices

AQ jam SHD RS



- 1 **Tube** – connects the hearing system to the receiver unit
- 2 **Microphone / Microphone protector**
- 3 **Push button** – switches between listening programs and/or changes the volume level (depending on individual fitting)
- 4 **Lever**
- 5 **Earmold**
- 6 **Slim tube** (mini tube)
- 7 **Dome**

Side marking

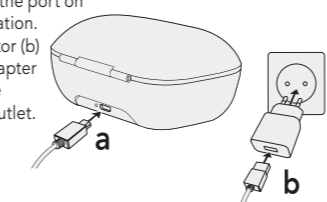


FCC-ID hearing system: KWC-BTER

Conformity to directive 93/42/EEC concerning medical devices

Setting up / Starting the Charging Station.

- Charging stations are used to charge your hearing systems. (AQ hearing systems are delivered already fully charged.)
- Place the charging station on a level surface. Avoid locations with direct sunlight or other sources of heat. Do not cover the charging station (with a towel, for example) while it is charging.
- To start the charging station, please insert the micro-USB plug (a) on the cable provided into the port on the back of the charging station. Then plug the USB connector (b) end into the USB power adapter provided and then plug the adapter into an electrical outlet.



Hearing system - Charging using the Comfort Charger or Light Charger.

- The hearing system has a built-in lithium-ion battery.
- Please only charge or use the hearing system within the following temperature range: 0° to +40° Celsius (32° to 104° Fahrenheit)
- Charge the hearing system for at least three hours before using for the first time.
- Make sure the hearing system is dry before connecting it to the charging station.

Starting the charging process

- When your hearing systems are situated correctly within the slots, their LED lights will blink green. The hearing systems will be switched off automatically as soon as they are placed in the charging station.
- The charging process will start automatically.
- The cover of the Comfort Charger can be closed during charging.

- #### Interrupting the charging process
- Hearing systems can be removed from the charging station or re-inserted at any time during the charging process.
 - Removing the hearing systems from the station before they have finished charging can shorten their running time.

The end of the charging process

- Charging time depends on how much power is left in your hearing systems' batteries, up to a maximum of three hours.
- When the hearing systems are fully charged, the charging station will automatically end the charging process. The LEDs on the hearing systems will stop flashing and switch to a steady green.

Removing the hearing systems

- Once charging finishes, you can remove your hearing systems from the charging station.
- Switch your hearing systems on.
- Removing the hearing systems from the station before they have finished charging can shorten their running time.

Charging times

100 % charge: 3 hours	50 % charge: 60 minutes
80 % charge: 90 minutes	30 % charge: 30 minutes

- **Never pull the hearing aids out of the station by the tubes, as this can damage the tubes.**

Using the Comfort Power Pack (optional)

- The Comfort Power Pack is only usable in combination with the Comfort Charger.
- Charge the Comfort Power Pack for at least three hours before using for the first time.
- The Comfort Power Pack has a built-in lithium-polymer battery.
- Connect the Comfort Charger to the Comfort Power Pack and use the slider on the bottom to lock it into place.
- Connect the charging cable, then plug it into an external power source. The Comfort Power Pack and the hearing systems will be charged at the same time.
- While the Comfort Power Pack is connected to an external power source, the charging indicator light will blink and display current battery status.
- When fully charged, the Comfort Power Pack can charge one pair of hearing systems up to seven times. To check the Comfort Power Pack's remaining battery capacity, press the battery control button (status indicators will otherwise remain off in order to save power).

Please only charge or use the Comfort Charger / Light Charger or the Comfort Power Pack within the following temperature range: 0° to +40° Celsius (32° to 104° Fahrenheit)

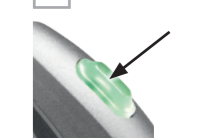
Switching the Hearing System on/off.

On/Off

- To switch a hearing system on or off, press the button with the tip of your finger and hold it down for three seconds, until the LED begins to blink.
- 1x short flash = hearing system switching on / 2x short flashes = hearing system switching off
- A startup melody will play when the hearing system is switched on.

Adjusting Volume.

With Pushbutton



- No function (deactivated)
- Volume control: louder
- Volume control: quieter

Volume control: right-hand system – louder

- left-hand system – quieter

Combination: Change program – right-hand system

- Volume control – left-hand system – quieter

Combination: Change program – left-hand system

- Volume control – right-hand system – louder

With Lever

- Press up to increase; press down to decrease. As you change the volume level, your hearing systems will beep.

With Remote Control

- Refer to the remote control user guide.

Volume setting	Beeps
Suggested volume level	1 beep
Turning volume up	short beep
Turning volume down	short beep
Maximum volume level	2 beeps
Minimum volume level	2 beeps

See also "General Warnings and Safety Instructions", Page 13-25






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Switching Hearing Programs.

- With Pushbutton**
- No function (deactivated)
 - Change program
 - Combination:
Change program – right-hand system
Volume control – left-hand system – quieter
 - Combination:
Change program – left-hand system
Volume control – right-hand system – louder

With Remote Control

- Refer to the remote control user guide.

Program 1 (e.g. AutoSurround)		1 beep
Program 2 (e.g. speech in noise)		2 beeps
Program 3 (e.g. PhoneConnect)		3 beeps
Program 4 (e.g. music)		4 beeps
PhoneConnect		short melody
Wireless synchronization (if enabled)		Opposite ear beeps the same as side being adjusted

Hearing Program/Description

- 1
- 2
- 3
- 4

Optional Functionalities.

Wireless Synchronisation (BiLink)

- If wireless synchronization is enabled, then changing the volume or program setting on one hearing system, will automatically make the change to both hearing systems at the same time. Wireless synchronization works for both the push button and the lever.
- Please refer all questions concerning your hearing system to your hearing system professional.

Binaural Phone (BiPhone)


The Bi feature enables you to hold a phone to one ear and hear the sound clearly in both ears. No accessories are required.

Power-on-Delay

- Ensures that the hearing systems only turn on after an automatic delay, in order to avoid feedback (whistling) when the systems are inserted.

- 5 seconds 10 seconds 15 seconds


Telephone Coil

The telephone coil allows inductive signal reception (e.g., when telephoning). The reception of noise through the microphone is reduced or suppressed. 

Tinnitus Manager

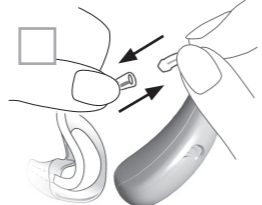
If your hearing system professional has configured both a Tinnitus Manager program and a volume control, you can adjust the Tinnitus Manager level while you are in the Tinnitus Manager program.

Advice on Care.

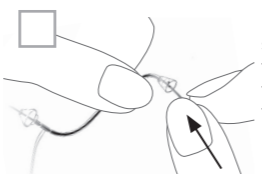
You are advised to use our HADEO care products to clean your hearing system. These products were developed specifically for this purpose and are available exclusively from your hearing system professional. 

- Clean hearing systems regularly to prevent damage to the hearing systems and to avoid health problems.


Receiver molds and Slim tube (mini tube)



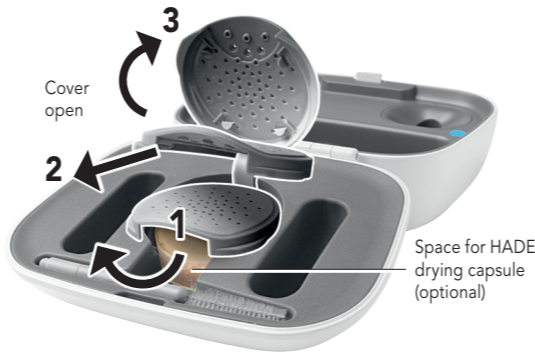
- When necessary, remove the sound tube from the hearing system and put the earmold for at least 15 minutes into the HADEO cleaning liquid.



- If required, disconnect the hearing system from the Slim tube. Starting from the hearing system side, push the cleaning wire completely through the Slim tube.


- The hearing system must be kept dry. Please put it in a HADEO DryBox, HADEO Drying Bag or Drying Container overnight to extract any moisture from the inside of the system. 
- They should still be cleaned and then dried after coming into contact with water, sweat or dirt.

- The hearing system itself, wires, speakers, domes or custom shells should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing systems. Clean your hearing system with a soft cloth, keeping it dry.
- Clean surfaces using a lint-free cloth or the cleaning brush included in the Comfort Charger.





External receiver

- Only use the handset unit and dome (olive)/ear adapters as described in the „General Warning and Safety Notes“.
- Clean Domes and earmolds right after removing the hearing systems. This way, cerumen (earwax) cannot dry and harden.
- Remove cerumen with a soft tissue. If necessary, moisten the tissue with a cerumen solvent.
- Domes should be replaced by your hearing system professional every 3-6 months or when they become stiff, brittle, or discolored.

 Full functionality of Domes and earmolds is only assured with a working wax guard.


- Do not disassemble the earmolds yourself. Ask your hearing system professional for help when the earmold needs extensive cleaning.

 **Domes and earmolds are easily damaged when handled incorrectly. Ensure you do not twist or squeeze the wire when your hearing systems are placed in their case.**

 Always make sure the hearing systems and the charging slots on the charging station are clean and dry before beginning the charging process. Never use cleaning products such as household cleaners, soap, or similar products.

Accessories.

Remote Control RCV2

The wireless function of your hearing systems allows you to use a remote control to change the program and volume of your hearing systems. For detailed information and instructions, refer to the user guide, or ask your hearing system professional. 


uDirect 3, uStream, uTV3

The uDirect 3, uStream and uTV3 are optional accessories for your hearing systems. For more information on using the uDirect 3, uStream and uTV3, please see the user guide for that accessory. For information on how to get a uDirect 3, uStream or uTV3 accessory, please contact your hearing system professional.

PhoneConnect

Your hearing system professional may have configured a telephone program, which you can reach via the automatic program switching function (PhoneConnect). The magnet on the telephone (optional) provides the magnetic field required to activate the telephone program.

- Your hearing system professional can put together your own individual user manual for you.

 **Please refer all questions concerning your hearing system to your hearing system professional.**

Hearing System Troubleshooting.

Should a problem occur, you can usually correct it quickly. Use the following troubleshooting tips to resolve simple issues. If you still encounter problems after trying these suggestions, consult your hearing system professional.

Problem	Possible Cause	Possible solutions
Hearing system does not work.	Dome/earmold is blocked with cerumen (ear wax). Hearing system is switched off. Battery is completely discharged.	<ul style="list-style-type: none"> • Clean or replace the dome/earmold. • Press the button and hold for three seconds. • Charge the hearing system.
Hearing system whistles.	Hearing system not inserted into ear correctly. Ear wax in ear canal.	<ul style="list-style-type: none"> • Insert the hearing system/dome/earmold again. • Consult your ear, nose, and throat specialist/doctor/hearing systems professional.
Hearing system is not loud enough or sound is distorted.	Volume too high. Low battery. Dome/earmold clogged. Volume too low. Hearing has changed.	<ul style="list-style-type: none"> • Lower the volume. • Charge the hearing system. • Clean dome/earmold. • Raise the volume. • Consult your hearing systems professional.
Hearing system plays two signal tones.	Indicates low battery.	<ul style="list-style-type: none"> • Charge the hearing system.
Hearing system status display flashes rapidly while charging.	Battery is defective.	<ul style="list-style-type: none"> • Consult your hearing systems professional if battery life is not as expected.

Problem Possible Cause Possible solutions

Hearing system status display remains off while the hearing system is in the charging slot.	Hearing system not correctly inserted into charging station. Charging station not connected to a power source.	<ul style="list-style-type: none"> • Place the hearing system into the charging station correctly. • Connect the charging station to a power source.
The battery does not last the entire day.	Hearing system not fully charged. Battery may need to be replaced.	<ul style="list-style-type: none"> • Charge the hearing system. • Consult your hearing systems professional.

Charging Station Troubleshooting.

Problem Possible Cause Possible solutions

Charging does not start even though hearing systems are inserted (without Comfort Power Pack).	Comfort Charger/Light Charger not connected to power source. Hearing system not correctly inserted into charging station.	<ul style="list-style-type: none"> • Connect the charging station correctly to an electrical outlet or to the Comfort Power Pack. • Insert the hearing system into the charging station correctly.
The charging process does not start when using the Comfort Power Pack.	Comfort Power Pack battery is completely discharged.	<ul style="list-style-type: none"> • Charge the Comfort Power Pack.