

B SP Li 8

User Guide

Made for

 iPhone | iPad

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Welcome

Thank you for choosing our hearing aids 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 aids offer.

To receive the most benefit from your hearing aids, 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 aids for the first time, fully charge them. Follow the instructions in the charger's user guide.

Indications for use

The hearing aids are indicated for individuals older than 36 months with a range of hearing loss from minimal (10 dB HL) to severe (90 dB HL) and all hearing loss configurations. They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

Your hearing aids



This user guide describes optional features that your hearing aids may or may not have.

Ask your Hearing Care Professional to indicate the features that are valid for your hearing aids.

Hearing aid type

Your hearing aids are BTE (Behind-The-Ear) models. A tube delivers the sound from the hearing aid into the ear. The hearing aids 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 aid. This enables easy charging with our standard charger or the optional Charging+ Station.

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

Your hearing aids feature Bluetooth® Low Energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone** and for some Android smartphones that support Audio Streaming for Hearing Aids (ASHA) or Bluetooth LE Audio*.

* The Bluetooth word mark and logos are registered trademarks owned by Bluetooth SIG, Inc., and any use of such marks by WS Audiology Denmark A/S is under license. Other trademarks and trade names are those of their respective owners.

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Getting to know your hearing aids

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



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

Components and names

Your hearing aids are attached to an earhook and a custom-made ear piece.



-
- | | |
|-----------------------|--|
| ① Earhook | ④ Rocker switch (control, on/off switch) |
| ② LED | |
| ③ Microphone openings | ⑤ Charging contact |
| | ⑥ Side indicator, serial number, and performance level |
-

Your Hearing Care Professional will attach an earhook, tube and a custom-made ear piece to each hearing aid.

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



You can also use a remote control to change hearing programs and adjust the volume of your hearing aids. 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 hearing aid, 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 aids they are equipped with an onboard 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 aids 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 15 to 30 minutes depending on your settings. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids 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 aids on or off.

Via charger:

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

The startup melody is played in your hearing aid, and the built-in LEDs light up for six seconds. The **default** volume and hearing program are set.

- Turning off: Place the device in the charger.

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, and the LEDs light up. Release the rocker switch while the melody is playing and the LEDs are lit.

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



- Turning off: Press and hold the lower part of the rocker switch for several seconds, until the power-off melody starts to play, and the LEDs start blinking. When the LEDs stop blinking, the hearing aids will be off.



LED patterns

Each of your hearing aids has a small LED built into the front. The LED helps you see when the hearing aid is switching on and off.

The LED has two different patterns.

LED	Status description
	LED glows for six seconds: The hearing aid is switching on. This pattern is shown when you remove the hearing aid from the charger, and when you switch the hearing aid on with the rocker switch.
	LED blinks for three seconds: The hearing aid is switching off. This pattern is only shown when you switch the hearing aid off with the rocker switch.

Switching to standby mode

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

Note:

- In standby mode, the hearing aids 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 aids 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 aids

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

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

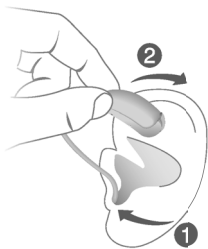


Inserting a hearing aid:

- ▶ Hold the tube close to the ear piece.
- ▶ Carefully push the ear piece into the ear canal ①.
- ▶ Twist it slightly until it sits well.

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

- ▶ Lift the hearing aid and slide it over the top of your ear ②.



CAUTION

Risk of injury!

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



CAUTION

Risk of injury!

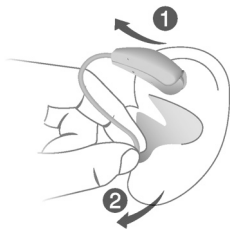
- ▶ Insert the ear piece carefully and not too deeply into the ear.

i

- It may be helpful to insert the **right** hearing aid with the **right** hand and the **left** hearing aid 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.

Removing a hearing aid:

- ▶ Lift the hearing aid and slide it over the top of your ear ①.
- ▶ Hold the tube close to the ear piece and pull the ear piece out carefully ②.



CAUTION

Risk of injury!

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

Clean and dry your hearing aids after use. Read more in section "Maintenance and care".

Adjusting the volume

Your hearing aids 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 aids automatically adjust their sound.

Your hearing aids 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.

After you change the hearing program, the volume resets to the default value.

Further adjustments

You can use the hearing aid controls to change other features, like the level of the optional tinnitus therapy signal.

Refer to section "Controls" for details about 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 aid 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 aids, it is listed in section "Hearing programs".

Audio streaming with iPhone

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

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

Audio streaming with Android phone

If your mobile phone supports Audio Streaming for Hearing Aids (ASHA), you can get phone calls and listen to music from your mobile phone directly into your hearing aids.

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

Bluetooth

Your hearing aids can connect with compatible Bluetooth® devices such as phones, tablets, and computers. This allows you to use your hearing aids for phone calls, to listen to podcasts and music, and so on.

In situations such as travelling on aircraft, the use of Bluetooth devices might be prohibited. In this case, your hearing aid's Bluetooth functionality can be switched off in the smartphone app.

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 aids 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 aids, it is listed in section "Hearing programs".

Telecoil program and remote control



NOTICE

For hearing aids 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 aids and follow a few basic rules, which will soon become a part of your daily routine.

Hearing aids

Cleaning

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

- ▶ Clean your hearing aids 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 aids 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 aids in good condition.



Drying

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

Storage

- Short-term storage (up to several days): Turn off your hearing aids 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 aids in the charger, the hearing aids are **not** turned off.

Note that when you turn off the hearing aids via a remote control or smartphone app, the hearing aids 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 aids. Turn them off via the rocker switch before storing them. We recommend using drying products while storing the hearing aids.

At 6-month intervals you will have to charge the hearing aids 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. 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 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.

Professional maintenance

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

Custom-made ear pieces 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 aids.



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 EN 62368-1.



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 aids 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 a smartphone app to control your hearing aids remotely (available in many countries). This app allows you to adjust your hearing aids from your smartphone and even personalize your hearing experience.

Consult your Hearing Care Professional for further information.

Operating, transport, and storage conditions

The hearing aids 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 aids at least every 6 months. We recommend to charge the hearing aids 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 aids according to local regulations.



NOTICE

To avoid potential degradation of radio performance, your device should be separated by at least 25 cm (10 inches) to other radio communications equipment.

Disposal information

- ▶ To avoid environmental pollution, do not throw power cells or hearing aids into household trash.
- ▶ Recycle or dispose of power cells or hearing aids 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.



Advice and tips on how to handle your device better.



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



Indicates the legal manufacturer of the device.



Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.

Symbols on the device or packaging



Indicates the manufacturer's part number to identify the device.



Indicates the manufacturing date of the device.



Indicates the serial number of the device.

Troubleshooting

Problem and possible solutions

Sound is weak.

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

Hearing aid 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 aid.
 - Clean or exchange the ear piece.
-

Hearing aid emits signal tones.

- Charge the hearing aid.
-

Hearing aid does not work.

- Turn the hearing aid on.
 - Charge the hearing aid. 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 aids with wireless functionality:

B SP Li 8

- HVIN: RFM021
- Contains FCC ID: 2AXDT-RFM021
- Contains IC: 26428-RFM021

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



WSAUD A/S

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Document No. 06037-99T01-7600 EN

Order/Item No. 210 517 68

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