

# AQ sound XC Pro behind-the-ear (BTE) hearing aid guide

**EXCITE Pro** by HANSATON



**HANSATON**  
*hearing & emotions*

## Thank you

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Thank you for choosing these hearing aids.

This user guide applies to the following models:

Year of introduction: 2020

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AQ sound XC Pro 9-R

AQ sound XC Pro 7-R

AQ sound XC Pro 5-R

AQ sound XC Pro 3-R

AQ sound XC Pro 9-RT

AQ sound XC Pro 7-RT

AQ sound XC Pro 5-RT

AQ sound XC Pro 3-RT

## Your hearing aids

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Hearing care professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial number: \_\_\_\_\_

Warranty: \_\_\_\_\_

Program 1 is for: \_\_\_\_\_

Program 2 is for: \_\_\_\_\_

Program 3 is for: \_\_\_\_\_

Program 4 is for: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

## Quick reference

### Low battery warning



2 beeps every  
30 minutes

### Multi-function button with indicator light

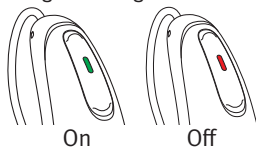


### Turning hearing aids on/off

Press and hold the lower part of the button on each hearing aid for 3 seconds until the indicator lights change.

On: Indicator light is temporarily solid green

Off: Indicator light is temporarily solid red



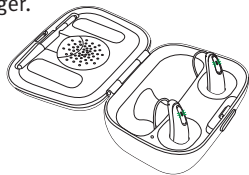
- ① Before using your hearing aids for the first time, it is recommended to charge them for 3 hours.

### Charging your hearing aids

Place the hearing aids in the charger.

Charging: Slow blinking indicator light

Fully charged: Solid green indicator light



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## Your hearing aids at a glance

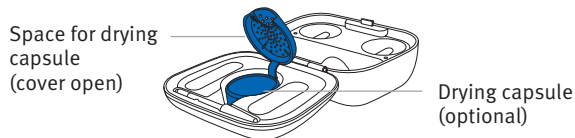
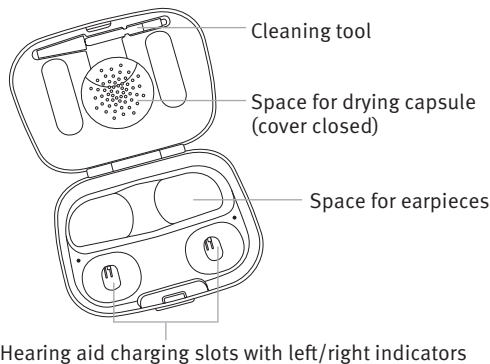
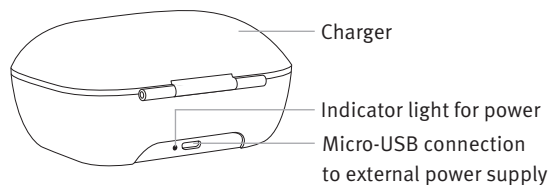
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- 1 Multi-function button with indicator light - switches between listening programs, changes the volume level, and accepts or rejects mobile phone calls depending on your customized fitting
- 2 Wire - connects the speaker unit to your hearing aids
- 3 Microphones - sound enters your hearing aids through the microphones
- 4 Charging contacts
- 5 Dome - holds the speaker unit in place in your ear canal
- 6 Speaker unit - amplifies the sound and sends it directly into the ear canal
- 7 Retention piece - helps prevent the dome and speaker unit from moving out of the ear canal
- 8 Custom mold - holds the hearing aids in place

## AQ sound XC Pro RT /AQ sound XC Pro R BTE hearing aids



## Charger



## Warnings

- ⚠ These rechargeable hearing aids contain lithium-ion batteries that can be taken onto airplanes as carry-on luggage.
- ⚠ Changes or modifications to the hearing aids that are not explicitly approved by the manufacturer are not permitted. Such changes may damage your ear or the hearing aids.
- ⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- ⚠ Hearing aids should only be used as directed by your physician or hearing care professional.
- ⚠ Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

- ⚠ Do not use the hearing aids and charging accessories 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.
- ⚠ Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation or a burning sensation in or around your ears, inform your hearing care professional and contact your physician.
- ⚠ In the unlikely case that any parts remain in the ear canals after the removal of the hearing aids, contact a physician immediately.
- ⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.
- ⚠ These hearing aids are not for children below 36 months. The usage of this device by children and individuals with cognitive

impairment should be supervised at all times to ensure their safety. The hearing aids are small devices and contain small parts. Do not leave children and individuals with cognitive impairment unsupervised with these hearing aids. If swallowed, consult a physician or hospital immediately as the hearing aids or their parts can cause choking.

- ⚠ Keep the charger out of reach of children, individuals with cognitive impairment and pets. If the drying capsule is swallowed, consult a physician or hospital immediately.
- ⚠ Do not make a wire connection from your hearing aids to any external audio sources like radio etc. That could cause injuries on your body (electric shock).
- ⚠ Do not cover the whole charger while charging, e.g. with a cloth etc.

- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
  - Keep the wireless hearing aids at least 15 cm (6 inches) away from the active implant.
  - If you experience any interference, do not use the wireless hearing aids 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.
- ⚠ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your hearing aids. 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.

- Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

- ⚠ 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.
- ⚠ Only use the charger and power supply provided by the manufacturer for charging. Otherwise, the device(s) may be damaged.
- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

- ⚠ Your hearing aids operate in the frequency range of 2.4 GHz–2.48 GHz. When flying please check if flight operator requires devices to be switched into flight mode.
- ⚠ 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 hearing aids, including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result.
- ⚠ The USB port of the charger is to be used for the described purpose only.
- ⚠ Special care should be exercised in wearing hearing aids when maximum sound pressure levels exceed 132 decibels. There may be a risk of impairing your remaining hearing. Speak with your hearing care professional to ensure the maximum output of your hearing aids is suitable for your particular hearing loss.

#### Note to hearing care professional

- ⚠ Domes should never be fitted on clients with perforated eardrums, exposed middle ear cavities, or surgically altered ear canals. In the case of such a condition, we recommend to use a customized earmold.



## Precautions

- ① These hearing aids are water resistant and not waterproof. They are designed to withstand normal activities and occasional accidental exposure to extreme conditions. Never immerse your hearing aids in water. These hearing aids are not specifically designed for extended periods of water submersion on a continual basis, that is worn in activities such as swimming or bathing. Always remove your hearing aids before these activities, as the hearing aids contain sensitive electronic parts.
- ① Protect your hearing aids from heat (never leave near a window or in the car). Never use a microwave or other heating devices to dry your hearing aids (due to risk of fire or explosion). Ask your hearing care professional about suitable drying methods.
- ① The dome should be changed every three months or when it becomes stiff or brittle. This is to prevent the dome from detaching from the tube spout during insertion into or removal from the ear.
- ① Do not drop your hearing aids. Dropping onto a hard surface can damage your hearing aids.
- ① Store your hearing aids in the charger if you are not using them for a long period of time.
- ① The hearing aids have to be dry before charging. Otherwise the charging reliability cannot be guaranteed.
- ① The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.
- ① In most cases, infrequent use of hearing aids does not provide full benefit. Once you have become accustomed to your hearing aids, wear your hearing aids everyday all day.

- ① Your hearing aids use the most modern components to provide the best possible sound quality in every listening situation. However, communication devices such as digital mobile phones can create interference (a buzzing sound) in hearing aids. If you experience interference from a mobile phone being used close by, you can minimize this interference in a number of ways. Switch your hearing aids to another program, turn your head in a different direction or locate the mobile phone and move away from it.

### Labeling

The serial number and year of manufacture are located under the colored hearing aid marking.

### Mobile phone compatibility rating

Some hearing aid users have reported a buzzing sound in their hearing aids when they are using mobile phones, indicating that the mobile phone and hearing aids may not be compatible. According to the ANSI C63.19 standard (ANSI C63.19-2011 American National Standard Methods of Measurement of Compatibility Between Wireless Communications Devices and Hearing Aids), the compatibility of particular hearing aids and a mobile phone can be predicted by adding the rating for the hearing aid immunity to the rating for the mobile phone emissions. For example, the sum of the hearing aid rating of 4 (M<sub>4</sub>) and a telephone rating of 3 (M<sub>3</sub>) would result in a combined rating of 7. Any combined rating that equals at least 5 would provide “normal use”; a combined rating of 6 or greater would indicate “excellent performance.”

The immunity of these hearing aids is at least M<sub>4</sub>. The equipment performance measurements, categories and system classifications are based upon the best information available but cannot guarantee that all users will be satisfied.

- ① The performance of the individual hearing aids may vary with individual mobile phones. Therefore, please try these hearing aids with your mobile phone or, if you are purchasing a new phone, please be sure to try it with your hearing aids prior to purchase.

## Tinnitus masker

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Tinnitus masker uses broadband noise to provide temporary relief of tinnitus.

### Tinnitus masker warnings

- ⚠ The tinnitus masker is a broadband sound generator. It provides a means of sound enrichment therapy that can be used as part of a personalized tinnitus management program to provide temporary relief from tinnitus.
- ⚠ The underlying principle of sound enrichment is to provide supplementary noise stimulation which can help defocus your attention from your tinnitus and avoid negative reactions. Sound enrichment, coupled with instructional counseling, is an established approach to managing tinnitus.
- ⚠ Air conduction hearing aids with the tinnitus masker are to be fitted by a hearing care professional familiar with the diagnosis and management of tinnitus.

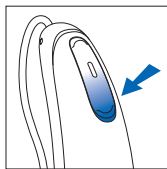
- ⚠ Should you develop any side effects while using the tinnitus masker, such as headaches, nausea, dizziness or heart palpitations or experience a decrease in auditory function such as decreased loudness tolerance, worsening of tinnitus, or speech not as clear, you should discontinue use of the device and seek medical attention.
- ⚠ The volume of the tinnitus masker can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time. Should the tinnitus masker be set to such a level in your hearing aids, your hearing care professional will advise you of the maximum amount of time per day you should use the tinnitus masker. The tinnitus masker should never be used at uncomfortable levels.

## Important information

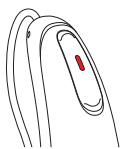
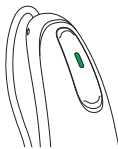
- ① The tinnitus masker generates sounds that are used as part of your personalized temporary tinnitus management program to provide relief from tinnitus. It should always be used as prescribed by a hearing care professional who is familiar with the diagnosis and treatment of tinnitus.
- ① Good health practice requires that a person reporting tinnitus have a medical evaluation by a licensed ear physician before using a sound generator. The purpose of such an evaluation is to ensure that medically treatable conditions, which may be causing tinnitus, are identified and treated prior to using a sound generator.
- ① The tinnitus masker is intended for adults 18 years of age or older who have both hearing loss and tinnitus.

## Turning your hearing aids on and off

Your hearing aids will turn on automatically when removed from the charger. To turn hearing aids on and off when not using the charger, press and hold the lower part of the button on each hearing aid for 3 seconds until the indicator lights change.



**On:** Indicator light is temporarily solid green



**Off:** Indicator light is temporarily solid red

On

Off

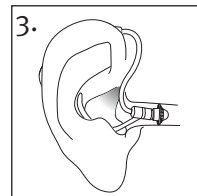
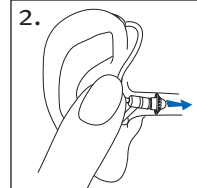
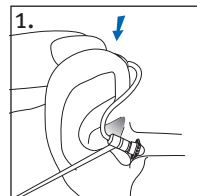
- ① Before using your hearing aids for the first time, it is recommended to charge them for 3 hours.
- ① When you turn your hearing aids on you may hear a start-up melody.

## Putting your hearing aids on your ears

Your hearing aids will be color-coded with a marking on the outside of the hearing aid: red = right ear; blue = left ear.

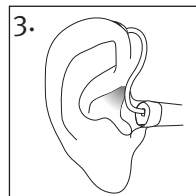
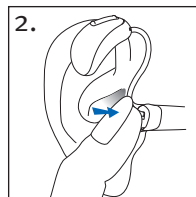
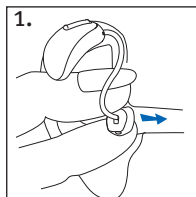
Hearing aids with domes

1. Place the hearing aid over the top of your ear.
2. Hold the wire where it attaches to the dome and gently push the dome into your ear canal. The wire should lie flush against your head and not stick out.
3. If there is a retention piece, place it in your ear so it rests at the bottom of the opening of your ear canal.



## Hearing aids with custom molds

1. Hold the custom mold between your thumb and index finger. The opening should be pointing in towards your ear canal with the hearing aid resting above your ear.
2. Carefully insert the custom mold into your ear. The mold should fit into your ear snugly and comfortably.
3. Place the hearing aid over the top of your ear.



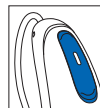
## Operating instructions

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Your hearing aids come with a multi-function button that allows you to further adjust them. You may also use the multi-function button to accept and reject calls to your paired mobile phone. You may also use the optional Remote Control or stream remote app to control your hearing aids.

- ⓘ These instructions describe the default multi-function button settings. Your hearing care professional may change the functionality of the buttons. See your hearing care professional for more information.

### Multi-function button







The multi-function button on your hearing aids can be both a volume control and a program control.

## □ Program control

Each time you push the upper part of the button on either hearing aid for longer than 2 seconds, you will move to the next hearing aid program.

Your hearing aids beep to indicate which program you are in.

Program setting	Beeps
Program 1 (e.g. automatic program)	 1 beep
Program 2 (e.g. speech in noise)	 2 beeps
Program 3 (e.g. telephone)	 3 beeps
Program 4 (e.g. music)	 4 beeps

Please see the front of this booklet for a listing of your personalized programs.

## □ Volume control

To adjust the volume of your environment:

- Push the upper part of the hearing aid button to increase the volume, and
- Push the lower part of the hearing aid button to decrease the volume

As you change the volume, your hearing aids will beep.

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

## Your rechargeable hearing aids

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### Battery information

- ① Before using your hearing aids for the first time, it is recommended to charge them for 3 hours.
- ① These hearing aids contain a built-in and non-removable rechargeable lithium-ion battery.

Two long beeps indicate the hearing aid battery is low. You have approximately 60 minutes before you have to charge the hearing aids (this can vary depending on the hearing aid settings).

If you can't hear the low battery warning, your hearing care professional can change its pitch or loudness. If you prefer, it can be turned off entirely.

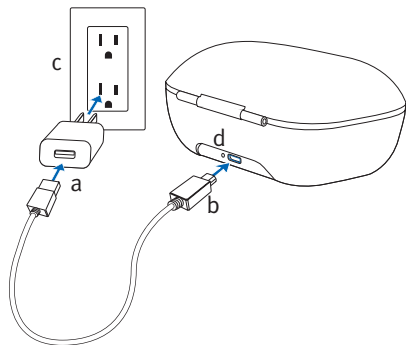
### Charging information

- ① The hearing aids must be dry before charging.
- ① Charge your hearing aids every night. If you hear the low battery warning, place your hearing aids in the charger.
- ① Please ensure to charge and use the hearing aids within operating temperature range: +5° to +40° Celsius (41° to 104° Fahrenheit).
- ① If the charger is removed from the power source during charging, the hearing aids will turn on and will start to discharge. Ensure the charger remains powered while the hearing aids are in the charger.



## Charging your hearing aids

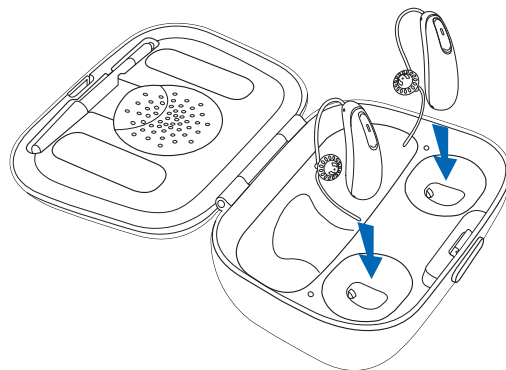
### 1) Connecting the power supply



- a) Plug the larger end of the charging cable into the power supply.
- b) Plug the smaller end into the micro-USB port on the charger.
- c) Plug the power supply into a power outlet.
- d) The indicator light is green when the charger is connected to the power supply.

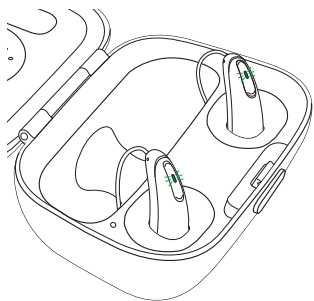
### 2) Insert the hearing aids

Insert the hearing aids into the charging slots. Make sure the left and right hearing aid markings match the left (blue)/right (red) indicators next to the charging slots. The hearing aids will automatically switch off when inserted into the charger.



### 3) Watch the indicator light

The indicator light will slowly blink until the hearing aids are fully charged. When fully charged the indicator light will be solid green.



The charging process will automatically stop when the batteries are fully charged, so the hearing aids can be safely left in the charger. It can take up to 3 hours to charge the hearing aids. The charger cover can be closed while charging.

### Understanding the indicator light

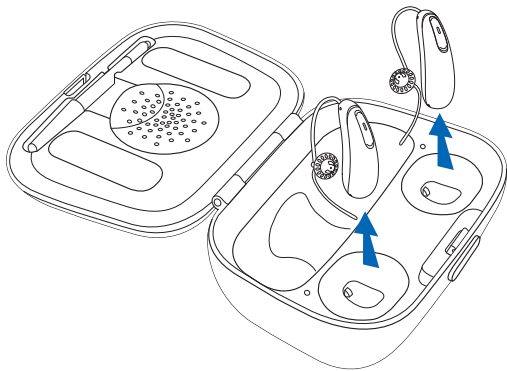
The below table indicates battery charging time from fully depleted.

Indicator light	Percentage charged	Charging time
● ● ●	0-10%	
● ● ●	11-80%	30 min (30%) 60 min (50%) 90 min (80%)
● ● ●	81-99%	
■	100%	3h

#### 4) Remove the hearing aids from the charger

Remove the hearing aids from the charging slots to turn them on.

- ① Do not pull the wires to remove the hearing aids from the charger as this can damage the wires.



#### Pairing your mobile phone with your hearing aids

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1. On your phone, go to your settings menu to ensure **Bluetooth**<sup>®</sup> is on and to search for Bluetooth enabled devices.
  2. Turn your hearing aids on. Your hearing aids will remain in pairing mode for 3 minutes.
  3. Your phone will show a list of found Bluetooth enabled devices. Select your hearing aid from the list to simultaneously pair both hearing aids. You will hear a melody when your phone has been successfully paired to your hearing aids.
- ① It is only necessary to perform the pairing procedure once with each Bluetooth enabled phone.
  - ① Consult your phone user guide for instructions on pairing a Bluetooth device with your phone.

Bluetooth<sup>®</sup> is a registered trademark owned by the Bluetooth SIG, Inc.

## Connecting to your mobile phone

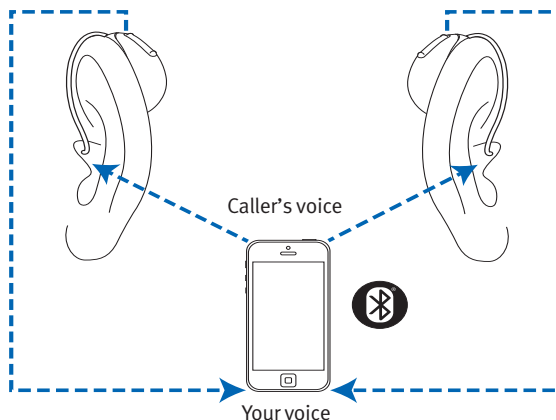
After your hearing aids have been paired to your phone, they will automatically connect again when your phone and hearing aids are turned on and in range. This can take up to 2 minutes.

- ① The connection will be maintained as long as the phone remains on and within a range of up to 10 m (30 ft).
- ① To switch a call between your hearing aids and the speaker on your mobile phone, select the audio source you would like from your phone. If you are not sure how to do this, consult the instruction manual that came with your mobile phone.

## Phone calls with a mobile phone

Your hearing aids allow direct communication with Bluetooth enabled phones. When paired and connected to a phone, you will hear the caller's voice directly in your hearing aids. Your hearing aids pick up your voice through their own microphones.

- ① You do not need to hold your mobile phone close to your mouth, your voice is transmitted through the hearing aids to your mobile phone.



## Using your mobile phone with your hearing aids

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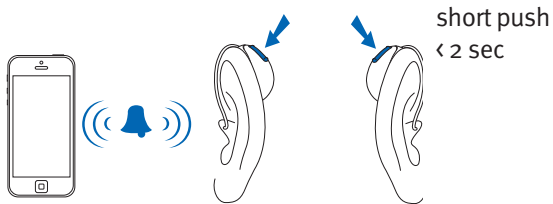
### Making a phone call

Start a call on your paired mobile phone as you normally would. You will hear the audio through your hearing aids. Your hearing aids pick up your voice through their own microphones.

### Accepting a mobile phone call

When receiving a call, an incoming call notification will be heard in the hearing aids.

The call can be accepted by a short push of less than 2 seconds on either the upper or lower part of the button on either hearing aid. Alternatively, accept the call on your phone as you normally would.

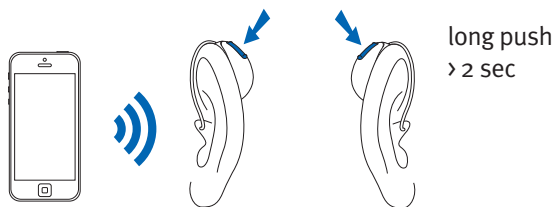


### Ending a phone call

End a call by holding down the upper or lower part of the button on either hearing aid for more than 2 seconds. Alternatively, end the call on your phone as you normally would.

### Rejecting a phone call

An incoming call can be rejected by holding down the upper or lower part of the button on either hearing aid for more than 2 seconds. Alternatively, reject the call on your phone as you normally would.

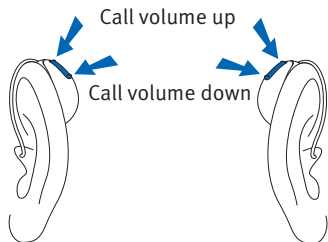


## Adjusting volume balance between mobile phone calls and your environment

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During a call using a paired mobile phone:

- Push the upper part of the hearing aid button to increase the call volume and decrease the volume of sounds in your environment
- Push the lower part of the hearing aid button to decrease the call volume and increase the volume of sounds in your environment



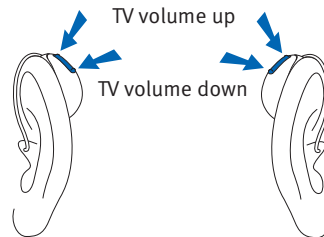
## TV Connector

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Adjusting volume balance between the TV and the sounds in your environment

While listening to TV sound through the TV Connector accessory:

- Push the upper part of the hearing aid button to increase the TV volume and decrease the volume of sounds in your environment
- Push the lower part of the hearing aid button to decrease the TV volume and increase the volume of sounds in your environment



## Tinnitus masker

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If your hearing care professional has configured a tinnitus masker program, you can adjust the tinnitus masker level while you are in the tinnitus masker program. To adjust the noise level:

- Push the upper part of the hearing aid button to increase the tinnitus masker, and
- Push the lower part of the hearing aid button to decrease the tinnitus masker

Stream remote app:

- Tap the arrow to move to the second screen where you can adjust the tinnitus masker volume up or down

As you change the level, your hearing aids will beep.

## Flight mode

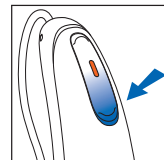
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Your hearing aids operate in the frequency range of 2.4 GHz–2.48 GHz. When flying, some airlines require all devices to be switched into flight mode. Entering flight mode will not disable normal hearing aid functionality, only the Bluetooth connectivity functions.

### Entering flight mode

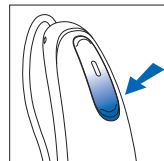
To disable the Bluetooth wireless function and enter flight mode:

With the hearing aid turned off, push and hold the lower part of the button for 7 seconds until the solid orange light appears. Then release the button.



### Exiting flight mode

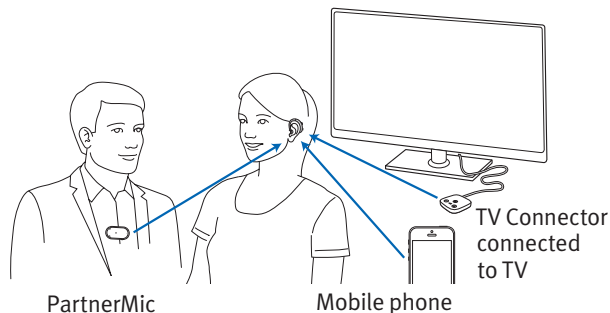
To enable the Bluetooth wireless function and to exit flight mode: Switch the hearing aid off and then on using the lower part of the hearing aid button.



## Connectivity overview

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The illustration below shows the connectivity options available for your hearing aids.



The TV Connector can be connected to any audio source such as a TV, stereo system, computer and other audio sources.

The PartnerMic can be worn by a conversation partner to stream their voice directly to your hearing aids.

## Assistive listening devices

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### Listening in public places

Telecoils pick up electromagnetic energy and convert it into sound. Your hearing aids may have a telecoil option that can help you listen in public places equipped with telecoil compatible assistive listening devices such as a loop system. When you see this symbol, a loop system is present and may be compatible with your hearing aids. Please contact your hearing healthcare professional for more information on loop systems.





## Caring for your hearing aids

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### Protecting your hearing aids

- Always remove your hearing aids when using hair care products. The hearing aids can become clogged and cease to function properly.
- Do not wear your hearing aids in the bath or shower or immerse them in water.
- If your hearing aids do become wet, do not attempt to dry them in an oven or microwave. Do not adjust any controls.
- Protect your hearing aids from excessive heat (hair dryer, vehicle glove box or dashboard).
- Ensure you do not twist or squeeze the wires when your hearing aids are placed in their case.
- Do not drop your hearing aids or knock them against hard surfaces.

### Cleaning your hearing aids

Use a soft cloth to clean your hearing aids at the end of each day. Regular cleaning of the microphone ports with the supplied cleaning brush will ensure that your hearing aids will maintain their sound quality. Your hearing care professional can demonstrate this for you. Place the hearing aids in the charger overnight.

- ① Ear wax is natural and common. Ensuring your hearing aids are free of ear wax is an important step in your daily cleaning and maintenance routine.
- ① Never use alcohol to clean your hearing aids, earmolds or domes.
- ① Do not use sharp tools to dislodge ear wax. Sticking household items into your hearing aids or custom molds can seriously damage them.

## Cleaning your custom molds and domes

Clean the domes and molds on the outside daily with a damp cloth.

Avoid getting any water in and around the speaker units and custom molds.



- ① The wires, speakers, domes or custom molds should never be rinsed or submerged in water as water drops may block sound or damage the electrical components of the hearing aids.

Domes should be replaced by your hearing care professional every 3-6 months or when they become stiff, brittle, or discolored.

If your molds require further cleaning, the speaker waxguard may be plugged and require replacing. See your hearing care professional.

## Accessories

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### TV Connector

The TV Connector is an optional accessory that sends sound from your TV directly to your hearing aids. The TV Connector can also transmit sound from stereo systems, computers and other audio sources.

### Remote Control

The Remote Control is an optional accessory that can be used to control volume level and program changes of the hearing aid.

### PartnerMic

The PartnerMic is an optional accessory that can be used to stream a speaker's voice wirelessly to your hearing aids.

### RogerDirect™

Your hearing aids are compatible with Roger™ accessories. Roger accessories can be used to transmit a voice or sound source wirelessly to your hearing aids.

Please see the user guide that came with your accessory for more information. Please contact your hearing care professional to get a TV Connector, Remote Control, PartnerMic or Roger™ accessories.

## Troubleshooting guide

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Cause	Possible remedy
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### **Issue: will not turn on**

Dead battery	Place hearing aids in powered charger
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### **Issue: indicator light blinks fast while charging**

Faulty battery	Consult your hearing care professional
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### **Issue: indicator light is off when placed in the charger**

Hearing aids not inserted correctly in the charger	Insert the hearing aids correctly into the charger, see “Charging your hearing aids”
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Charger not connected to power source	Connect the charger to an external power source, see “Charging your hearing aids”
---------------------------------------	---

Cause	Possible remedy
<b>Issue: battery does not last the whole day</b>	
Hearing aids not fully charged	Place hearing aids in powered charger
Battery needs to be replaced	Consult your hearing care professional to see if a battery replacement is required
<b>Issue: no sound</b>	
Not turned on	Turn on
Low/dead battery	Place hearing aids in powered charger
Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
Plugged microphones	Consult your hearing care professional

Cause	Possible remedy
<b>Issue: not loud enough</b>	
Low volume	Turn up volume; see hearing care professional if problem persists
Low battery	Place hearing aids in powered charger
Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
Change in hearing	Consult your hearing care professional
Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
Plugged microphones	Consult your hearing care professional

Cause	Possible remedy
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**Issue: intermittent sound**

Low battery	Place hearing aids in powered charger
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**Issue: two long beeps**

Low battery	Place hearing aids in powered charger
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**Issue: whistling**

Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
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Hand/clothing near ear	Move hand/clothing away from ear
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Poorly fitting custom molds/domes	Consult your hearing care professional
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Cause	Possible remedy
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**Issue: not clear, distorted**

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes blocked with ear wax	Clean custom molds/domes. See “Cleaning your hearing aids.” Consult your hearing care professional
---	--

Low battery	Place hearing aids in powered charger
-------------	---------------------------------------

Plugged microphones	Consult your hearing care professional
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**Issue: custom molds/domes falling out of ear**

Poorly fitting custom molds/domes	Consult your hearing care professional
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Custom molds/domes not inserted properly	See “Putting your hearing aids on your ears.” Remove and reinsert carefully
--	---

**Issue: low volume on landline telephone**

Telephone not positioned properly	Move telephone receiver around ear for clearer signal
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Hearing aids require adjustment	Consult your hearing care professional
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Cause	Possible remedy
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**Issue: mobile phone calls not being heard through hearing aid**

Hearing aid is in flight mode	Turn hearing aid off and back on again
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Hearing aid is not paired to the phone	Pair your hearing aid to your mobile phone (again)
--	--

**Issue: indicator lights on the hearing aids are solid red while in charger**

Hearing aids are out of their operating temperature range	Ensure the hearing aids are within the operating temperature range of +5° to +40° Celsius (41° to 104° Fahrenheit)
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Cause	Possible remedy
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**Issue: charging does not start**

Charger is not connected to a power supply	Connect the charger to a power supply
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Hearing aids are not inserted correctly into the charger	Insert hearing aids correctly into the charger, see “Charging your hearing aids”
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Hearing aids do not light up in the charger	Unplug the charger with the hearing aids inserted, and plug the charger back in again
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Charge contacts are not clean	Clean charging contacts using cleaning brush or cloth.
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**Issue: Weak on the telephone (AQ sound XC Pro RT)**

Telephone not positioned properly	Move telephone receiver around ear for clearer signal.
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Hearing aid requires adjustment	Consult your hearing healthcare professional
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For any problems not listed in the guide, contact your hearing healthcare professional.

## Warning to hearing aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

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A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

(i) Visible congenital or traumatic deformity of the ear. (ii) History of active drainage from the ear within the previous 90 days. (iii) History of sudden or rapidly progressive hearing loss within the previous 90 days. (iv) Acute or chronic dizziness. (v) Unilateral hearing loss of sudden or recent onset within the previous 90 days. (vi) Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz. (vii) Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. (viii) Pain or discomfort in the ear.

### Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased. Following the medical evaluation, the physician will give you a written statement that

states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation. The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs. If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

### Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## Information and explanation of symbols



With the CE symbol, Sonova AG confirms that this product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters.

The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



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



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 effective use of the product.



This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type B of EN 60601-1. The surface of the hearing aid is specified as application part of Type B.



Copyright symbol



Indicates the Authorized representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

### Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

### Transport conditions:

Temperature:

Lower Limit =  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ), Upper Limit =  $+60^{\circ}\text{C}$  ( $+140^{\circ}\text{F}$ ).

Humidity: Lower Limit = 0%, Upper Limit = 75%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA









The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.



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. Other trademarks and trade names are those of their respective owners.



	Date of manufacture
	Serial number
	Transportation and storage temperature limitation
	Transportation and storage humidity limitation
	Transportation and storage atmospheric pressure limitation
	Keep dry

## Compliance information

### Declaration of conformity

Hereby, Sonova AG declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer via the following web address:

<https://www.hansaton.de/en/declarations-of-conformity>



#### Australia/New Zealand:

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 hearing aid described in this user guide is certified under:

Standard hearing system

USA - FCC ID:

AQ sound XC Pro RT    KWC-LDR

AQ sound XC Pro R    KWC-LDR

### Notice 1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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 undesirable operation.

## Notice 2

Changes or modifications made to this device not expressly approved by Sonova 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 equipment 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

## Radio information of your wireless hearing aid

Antenna type	Resonant loop antenna
Operation frequency	2.4 GHz – 2.48 GHz
Modulation	GFSK, Pi/4 DQPSK, GMSK
Radiated power	< 2.5mW
Bluetooth®	
Range	~1m
Bluetooth	4.2 Dual-Mode
Profiles supported	HFP (Hands-free profile), A2DP

## Compliance with emission and immunity standards

Emission standards	EN 60601-1-2
	IEC 60601-1-2
	EN 55011
	CISPR11 /AMD1
	CISPR22
	CISPR32
	ISO 7637-2
	CISPR25
	EN 55025

Immunity standards	EN 60601-1-2
	IEC 60601-1-2
	EN 61000-4-2
	IEC 61000-4-2
	EN 61000-4-3
	IEC 61000-4-3
	EN 61000-4-4
	IEC 61000-4-4
	EN 61000-4-5
	IEC 61000-4-5
	EN 61000-4-6
	IEC 61000-4-6
	EN 61000-4-8
	IEC 61000-4-8
	EN 61000-4-11
	IEC 61000-4-11
	IEC 60601-1 (§ 4.10.2)
	ISO 7637-2

## Your feedback

Record your specific needs or concerns and bring to your first office visit after getting your hearing aids.

This will help your hearing care professional to address your needs.

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