



**Panasonic**<sup>®</sup>

## Operating Instructions

Hearing Instrument R1-W Model No. **WH-R17C**

Model No. **WH-R15C**

Model No. **WH-R13C**

Before using the Panasonic Hearing Instrument R1-W series, please be aware of the following restrictions:

- R1-W series cannot be used outside the United States.

The information contained in this manual is important for safe and reliable operation. Anyone who will handle, maintain, store, or dispose of your hearing instrument should read this document. Carefully read and thoroughly understand this entire document before attempting to set up and operate the hearing aid. Failure to follow the operating instructions may result in poor performance of the hearing aid or even can result in serious and sometimes permanent bodily injury.

Keep this document for future reference. If you have any questions, consult the dispenser where you purchased your hearing aid.

The Limited Warranty document is enclosed together in the package. Keep it in a secure place. Make sure that it is properly completed, signed with the authorized dispenser's name, and filled in with date of original purchase, name of dispenser and other important information.

# Introduction

## Before Use

We would like to thank you for purchasing the Panasonic Hearing Instrument.

The Panasonic Digital Hearing Instrument helps optimize both intelligibility and comprehension for the hearing impaired.

The type of hearing aid that will work best for you depends on the type and severity of your hearing loss and usage conditions. You will need to get a thorough hearing evaluation and have your ears examined by an ear specialist or an audiologist. They will suggest the most appropriate type of hearing aid for you depending on the type and degree of hearing loss. In order to get the right hearing aid that will be tailored to meet your individual needs and lifestyle, be sure to have your hearing aid properly fitted and fine-tuned to your ears, as an improper fit can cause comfort and flexibility issues, and even further damage to the ear.

It is important to keep in mind that hearing aids will not restore normal hearing, nor will they halt the progression of hearing loss. They are intended to compensate for impaired hearing. They should be used only for the purpose they are designed and directed. Carefully read the instructions and make sure you fully understand the operation of the hearing aid before using it.

Continuously operating equipment

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# Package contents

Before Use

The Panasonic hearing instrument R1-W series comes with the following items.  
If there are any missing or defective items, please inform your dispenser.

## ■ Components

- Wax guard  
QTY: 2



- Replacement tool  
for wax guard  
QTY: 1



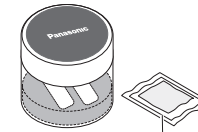
- Retention loop  
QTY: 1



- Battery Easy Care Tool  
QTY: 1

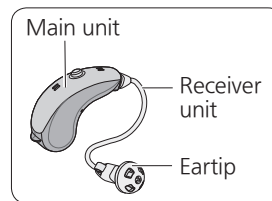


- Hearing instrument dryer  
QTY: 1

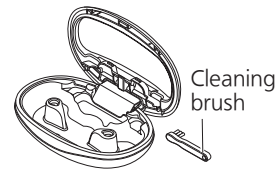


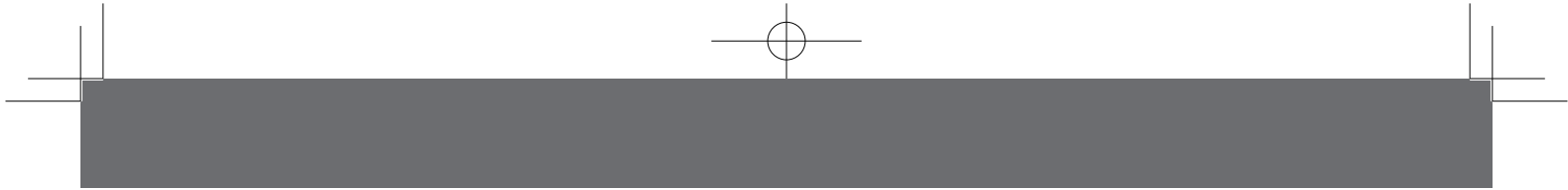
Plastic bag  
containing  
desiccant

- Main unit  
QTY: 1  
(Receiver unit and eartip  
are integrated with the  
main unit by dispenser.)



- Carrying Case  
QTY: 1





■ **Documentation set**  
• Operating Instructions



• Quick Tips



• Limited Warranty



■ **Battery (sold-separately)**  
• Zinc air battery (size 13)



■ **Optional Accessories (sold-separately)**  
• Consult your dispenser.

Remote Control  
(WH-0M1201A)



Hearing Hub  
(WH-0M1101A)



Before Use

## Warning to hearing aid dispensers

### Before Use

- A hearing aid dispenser should advise a prospective hearing aid user to consult a physician if it is determined through inquiry, actual observation, or review of any other available information, that the prospective user has any of the following conditions:
  - Visible congenital or traumatic deformity of the ear.
  - History of active drainage from the ear within the previous 90 days.
  - History of sudden or rapidly progressive hearing loss within the previous 90 days.
  - Acute or chronic dizziness.
  - Unilateral hearing loss of sudden or recent onset within the previous 90 days.
  - Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1 000 Hz, and 2 000 Hz.

- Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

- A hearing aid must be programmed and adjusted by the dispenser on an individual basis. Inappropriate hearing aid setting may cause damage to the ears of your customers. If you have any questions about fitting, contact the Panasonic sales division below.

**Company name:**

Panasonic Corporation of North America  
Healthcare Group

**Address:**

One Panasonic Way, 1H-6, Secaucus, NJ 07094

**Telephone No.:**

1-888-422-6309

## 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 an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing evaluation to assess your ability to hear

with and without a hearing aid. The 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.

Before Use

## Children with hearing loss

### Before Use

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 problem 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.



# Safety precautions

Follow the instructions below to reduce the risk of personal injury or damage to the hearing instrument.

- The following symbols are used throughout this document, and contain important differences regarding the probability of serious injury. These definitions are as follows:

 <b>WARNING</b>	Indicates a potentially hazardous situation that could result in death or serious injury.
 <b>CAUTION</b>	Indicates a possible hazard which if not avoided may result in minor to moderate injury. It is also used to alert against unsafe practices that can result in property damage.

- The following symbols specify behavior or actions which are not allowed and an instruction that must be carried out.

	 Do Not (Not Allowed)	 Mandatory	 Attention, consult ACCOMPANYING DOCUMENT
--	--	--	--

## Safety precautions (Continued)

Before Use

### WARNING

#### Keep out of reach of children and pets.



A hearing instrument and its components can be a choking hazard and cause possible internal injury if swallowed. To prevent accidental ingestion of hearing instrument or its components and/or accessories, secure them in a safe place where they are not accessed by infants, small children, pets, or others who might accidentally swallow them.

- If swallowed, obtain immediate medical attention.

#### Keep batteries away from children and pets.

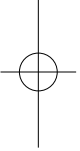


Hearing instrument batteries can be easily swallowed and pose a choking hazard and possible internal injury. To prevent accidental ingestion, secure batteries in a safe place where they are not accessed by infants, small children, and pets. Dispose of used batteries immediately.

- If swallowed, call the 24-hour National Button Battery Ingestion Hotline collect at 1-(202)-625-3333. Seek medical attention.



 **WARNING**



**Do not let others use your hearing instrument.**



Inappropriate use of a hearing instrument can cause severe damage to the ear. Do not let children play with the hearing instrument. Keep the hearing instrument out of reach of children.

**Do not disassemble, short-circuit, or expose the zinc air battery to water or fire.**



Failure to heed this warning may result in leakage or explosion, which can lead to injury or contamination of surrounding factors.

Before Use

## Safety precautions (Continued)

### CAUTION

Before Use

**Do not use the hearing instrument near any device that emits high frequency radio waves or generates a strong magnetic field.**



The hearing instrument may emit acoustic feedback which can result in hearing damage.

- Remove your hearing aid while undergoing any kind of electromagnetic treatment such as X-Rays, Magnetic Resonance Imaging (MRI), Computerized Axial Tomography (CAT), Electroencephalogram (EEG), Electrocardiogram (ECG), Short-Wave Diathermy, or other electrical or magnetic treatment.
- Other types of radiation such as burglary alarms, room surveillance systems, radio equipment, and mobile phone will not damage the hearing aid. They could, however, affect the sound quality or produce unusual sounds in the hearing aids.



**! CAUTION**

**Do not modify or disassemble the hearing instrument.**



Failure to heed this warning may result in damage to the ear.

- Contact your dispenser if you need to have your hearing instrument adjusted, or if you encounter unexpected behavior of the hearing instrument.

**Do not use any other receiver unit.**



Use of another type of receiver unit that is not provided by your dispenser may generate loud sound, which can damage hearing.

**Do not immerse the hearing aid in water, and do not allow it to get wet.**



It may short-circuit and become damaged.

**Make sure that the battery is fresh and installed correctly.**



Pay attention to the polarity. Inserting the battery incorrectly can result in a burst, leak, or damage to the unit.

Before Use

## Safety precautions (Continued)

Before Use

### CAUTION

**Confirm that the hearing instrument is completely free of burrs and cracks.**



Rugged projection like sharp edges and rough burrs protruding from the surface of the hearing instrument can cause cuts and nicks to the skin.

- When cleaning your hearing aid, wipe it gently with a soft cloth. Never use organic solvents such as alcohol, paint thinner, or benzene. Failure to heed this caution may result in deformation of the hearing instrument or cracking on the surface.

**Before wearing a hearing aid, have your ear examined by a licensed physician, or get a hearing evaluation from a hearing instrument specialist or an audiologist.**



If the wrong type of a hearing aid is selected, or a hearing aid is used in an improper manner, it can cause ear or hearing damage.

**Ask the dispenser for a proper fit.**



Inappropriate fitting may result in damage to your hearing. Have your hearing aid fitted to your individual needs.



**! CAUTION**



**Stop using the hearing instrument if you experience any physical discomfort.**



If you keep using the hearing instrument when you suffer from headache, dizziness, pain in the ear or skin abnormality at the ear such as swelling and rash, your condition may become worse.

- Stop using the hearing aid immediately and consult your physician.

**Before wearing the hearing instrument, make sure that the eartip fits into place.**



If the eartip is not securely attached, it may come off and remain in the ear. Never attempt to remove the eartip with use of any device. Attempting to remove it on your own may cause damage to the ear. Consult your physician immediately.

- Do not use eartip if damaged.

Before Use

# Usage instructions

## Before Use

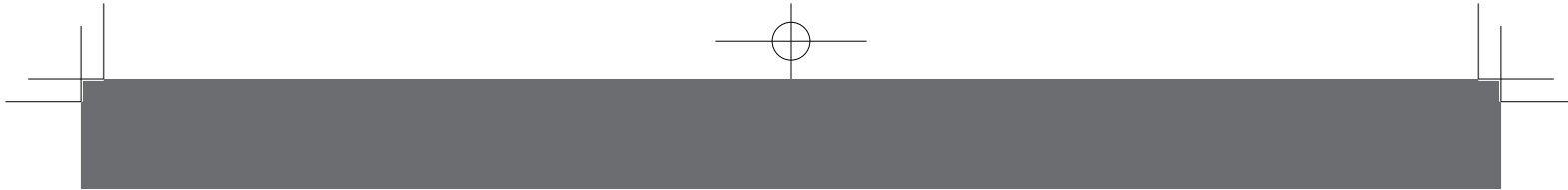
### Care and handling instructions

For proper care and handling of your hearing instrument, be sure to read and follow the instructions below. Preventive maintenance can help extend the life span of your hearing instrument.

- Stop using the hearing instrument if you notice draining fluid from your ears. Do not use the hearing instrument without resolving any problems that may cause drainage from the ear. Discharge from the ear adhering to the receiver may obstruct the sound, affect the hearing quality, or damage the hearing instrument. Consult your physician to resolve the draining condition.
- Clean the ear canal before each use of the hearing instrument. Eartips can collect cerumen (earwax), which can clog the earphone and lower the sound quality. Safely clean earwax out of your ear.

- Do not drop, hit or shake the hearing instrument. Do not subject it to high impact, vibration, or impact. Drops and impacts will cause scratches, cracks and damage.
- Do not forcefully bend or pull on the receiver. The receiver can get deformed.
- The hearing instrument and its remote control and Hearing Hub are designed to comply with the United States regulations and are intended for use in the United States.
- If you experience some physical discomfort such as pain in the ear or skin abnormality, stop using the hearing instrument, seek immediate medical treatment then contact your dispenser.
- Take off the hearing instrument before you go to sleep.
- After using hair styling products and skin care products, do not touch the hearing instrument without first washing your hands. Do not put sunscreen or tanning lotion around the area where your skin comes in direct contact with the hearing instrument.





- Avoid high temperatures, moisture, humidity and dust.
  - Do not use the hearing instrument in the shower or while swimming.
  - Do not touch the hearing instrument with wet hands.
  - Remove the hearing instrument before applying hair spray.
  - Do not use the hearing instrument with wet hair. Dry your hair as leaving it soaking wet will wet your hearing instrument.
  - Do not leave or store the hearing instrument in a damp location (bathroom), dusty environment or in direct sunlight, high temperature or humidity (such as in an automobile).
- The hearing instrument has no special protection against ingress of water.



- **Equipment not suitable for use in the presence of flammable anesthetic agents mixed with air, oxygen, or nitrous oxide.**

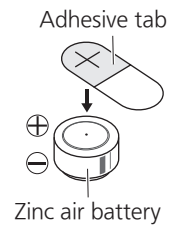
Before Use

## Usage instructions (Continued)

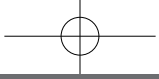

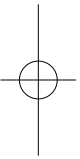
### Before Use

#### Proper battery handling and maintenance

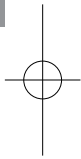
- Individual zinc air cells are stored with an adhesive tab. The factory seal must not be peeled off until the battery is required for use.
- The tab seals the air hole on the battery. Once the tab is removed, it takes approximately 30 seconds before the battery is activated. Wait until the battery is ready.
- If you do not use the hearing instrument for a week or longer, remove the battery and put the tab back on its plus (+) end. Place the battery with the plus (+) sign facing down and store the battery in an area that sustains approximately 60 percent moisture. If you fail to do this, the battery will deteriorate quickly and will be completely exhausted in about a month.



- If the battery is running low, the hearing instrument will make an alert or warning chime.
- If the battery has not been used for a long period of time, it may swell. A weak or dead battery can severely affect the functioning of your hearing instrument. Replace it with a new one immediately.
- The amount of battery life varies depending on the type and amplification of your hearing instruments and the number of hours of use.
- Moisture accumulation in the hearing instrument causes not to function correctly. Wipe clean with a dry cloth.
- With or without an adhesive tab, do not stack more than three batteries on top of each other or let them come in contact with each other.

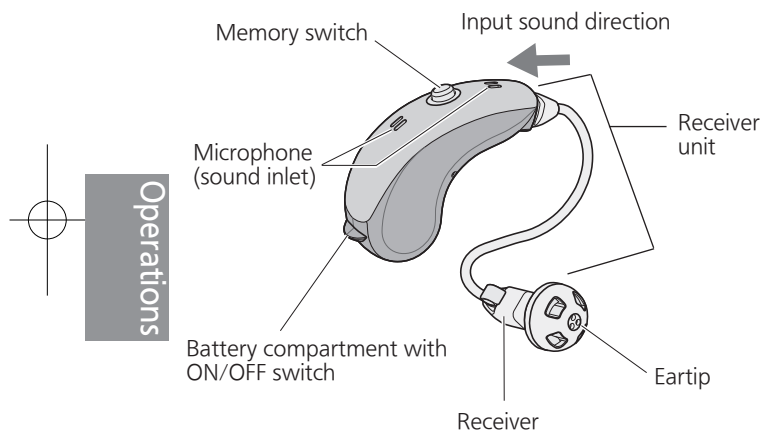
- 
- 
- 
- Do not store or carry the battery with metal jewelry or objects such as coins, nails, screws, hair pins or the like. Never carry loose batteries. If they come in contact with each other or other metal objects, they will short out.
  - Do not expose the battery to moisture or rain.
  - The battery absorbs carbon dioxide from the atmosphere, resulting in its short life span. Do not use near a heat source.

#### Hearing instrument maintenance

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- Before putting your hearing instrument in the hearing instrument dryer, wipe off any dirt, dust, oil or sweat that is left on the hearing instrument and battery with a clean soft cloth. Do not leave the hearing instrument exposed to direct sunlight, extremely high temperatures and humidity.
  - When not wearing your hearing instrument, store it in its carrying case.
  - To prevent accidental ingestion of hearing instrument, components and accessories, secure them in the carrying case.

Before Use

# Component description      Basic operational flow



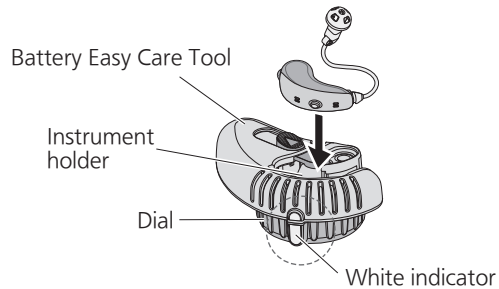
Operations

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- i-ii. Manual battery insert/removal.....Page 24
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- vii. Removing the hearing instrument .....Page 29

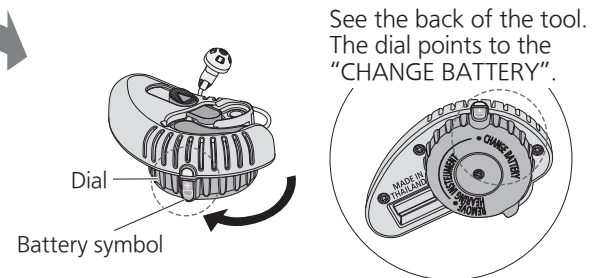
## i-i. Battery insert/removal with Battery Easy Care Tool

### 1 Set the hearing instrument in the battery easy care tool.

Adjust the dial to the white indicator then set your hearing instrument into the hearing instrument holder.



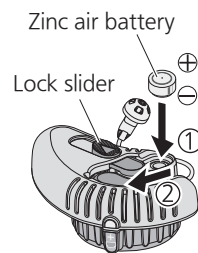
Rotate the dial on the back of the tool clockwise until it snaps into the "Battery" position.



## i-i. Battery insert/removal with Battery Easy Care Tool (Continued)

### 2 Install a zinc air battery.

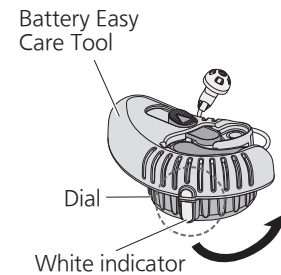
Put a zinc air battery in the battery holder ①, as shown in the figure below. Slightly press and slide the battery into the direction, as indicated by the arrow ②.



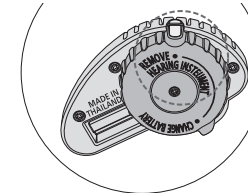
- Use a zinc air battery (size 13). Peel off the tab on the plus ⊕ side then place the battery in the battery holder, with the plus ⊕ sign facing up.
- Slide the battery, so the battery will push the lock slider down, and automatically be installed in the hearing instrument. Release the lock slider when the battery pops in.

### 3 Close the battery compartment cover.

Rotate the dial on the back of the tool counterclockwise until it snaps into the white indicator.



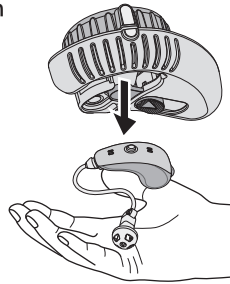
See the back of the tool. The dial points to the "REMOVE HEARING INSTRUMENT".



#### 4 Remove the hearing instrument.

Turn the battery easy care tool upside down so the hearing instrument will pop out. **Hold out your hand and catch it when it falls.**

- Do not pull the tube section of the receiver unit, which will cause damage to the receiver unit.

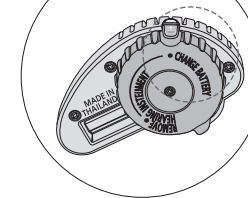


#### Remove a battery with Battery Easy Care Tool

1. Set the hearing instrument in the battery easy care tool in the same manner as you insert the battery into the tool.
2. Press and pull the lock slider into the direction, as indicated by the arrow. Holding the slider, turn the battery easy care tool upside down, so the battery will pop out. **Hold out your hand and catch it.**



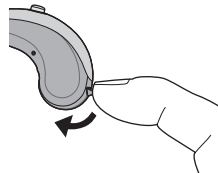
See the back of the tool. The dial points to the "CHANGE BATTERY".



## i-ii. Manual battery insert/removal

### 1 Open the battery door.

Place a tip of your forefinger under the edge of the swing-out door and gently pull outward.



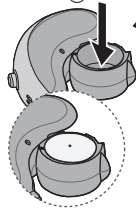
- Do not open the battery door too far, or damage is likely to occur.

### 2 Insert the zinc air battery.

When inserting a new battery (size 13), pay attention to the battery terminal. Place a new battery in the compartment with the plus ⊕ sign facing up.

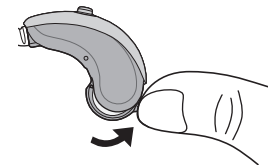


**For removal,** turn the main unit upside down and pull out the battery.



- Peel off the tab placed on the plus ⊕ sign after the battery is securely in place.
- Keep the tab for future use to prevent battery drain when not in use.

### 3 Close the battery door.



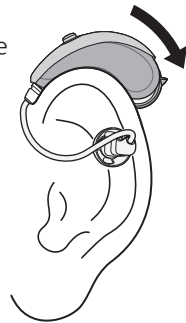
- If you keep the battery door shut, the switch remains turned on, and acoustic feedback or whistle sound may be produced. **Be sure to turn off before wearing the hearing instrument.**
- You can set the power on delay (the amount of time until audio output gets fully activated after closing the battery door). Consult your dispenser for details.



## ii. Wearing the hearing instrument

### 1 Position the hearing instrument behind the ear.

Hold the main unit and carefully place the hearing instrument behind your ear wrapping it over the top of your ear.



- Make sure that the hearing instrument is powered off.

### 2 Insert the eartip in the ear.

Gently insert the eartip into your ear canal by pressing the receiver with your fingertip.



**CAUTION**

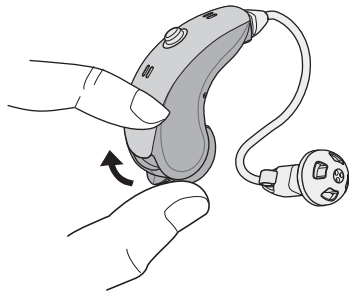
- Pushing the eartip far inside the ear can hurt your eardrum.

Eartips are available in different types and sizes as follows:

- Closed type (S/M /L)
- Open type (S/M/L)
- Double dome type (M/L)

### iii. Turning on the hearing instrument

- 1 Holding the main unit, close the battery door completely.

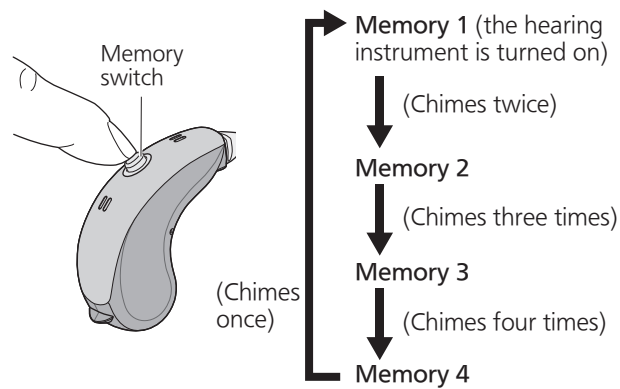


Operations

## iv. Adjusting the memory switch

### 1 Adjusting the memory switch.

WH-R17C/WH-R15C :Up to 4 programs  
WH-R13C :Up to 3 programs

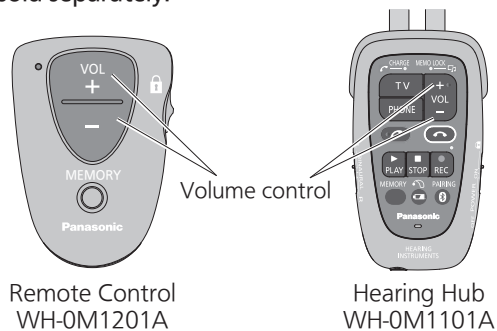


- By pressing the memory switch button, you can change listening modes (memory programs) depending on the environmental conditions. Press the memory switch while the hearing instrument is on, so you can change the setting.
- If the instrument is turned off then back on again, the mode will be returned to Memory 1.
- The memory programs can be customized according to your needs and preferences. Consult your dispenser for details.

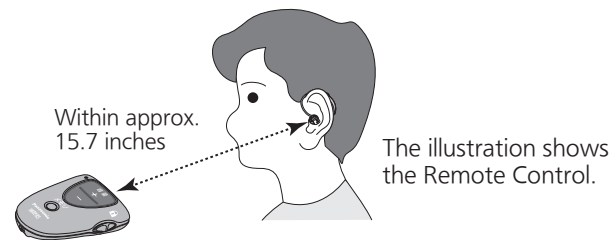
## v. Adjusting the volume control

### 1 Adjust the volume by pressing the volume control key.

- Optional Remote Control and Hearing Hub are sold separately.



- The available communication distance between your hearing instrument and Remote Control or Hearing Hub is up to approximately 15.7 inches (40 cm).



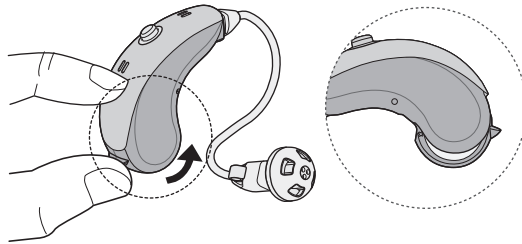
- The communication range varies depending on which direction you point your Remote Control or Hearing Hub. See the manual of the Remote Control for details.

#### CAUTION

- Do not use the Remote Control and Hearing Hub if you are fitted with a cardiac pacemaker.

## vi. Turning off the hearing instrument    vii. Removing the hearing instrument

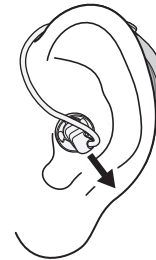
**1** Open the battery door completely until it clicks.



- Open the battery door until the stopper is kept in a locked position, as indicated in the figure above. If it is not open enough, the hearing instrument may remain powered on.

**1** Remove the eartip in your ear.

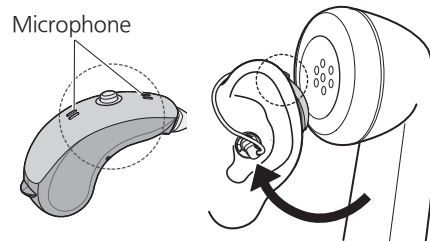
Hold the receiver and pull it straight out.



- Make sure that the hearing instrument is powered off.

## Use with telephone

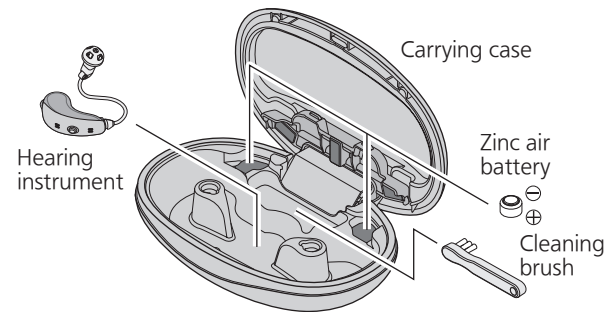
Hold the handset near the hearing instrument and move it to find the best position to listen to the voice.



- If it is too close to the microphone, acoustic feedback or whistle can be caused. To avoid this, keep some distance between the telephone (both landline and mobile) and the microphone.

## Carrying case

See the attached guidelines for complete details.

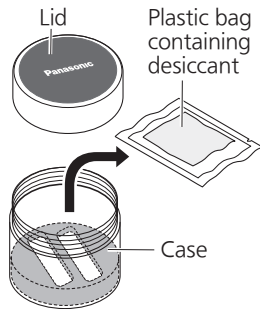


- Remove the battery from your hearing instrument to prevent power from accidentally being turned on.
- Handle the receiver unit with care. It is subject to accidental damage and breakage.

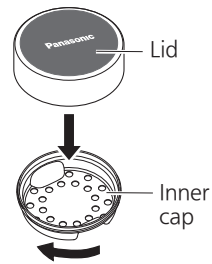
# Hearing instrument dryer

See the attached guidelines for complete details.

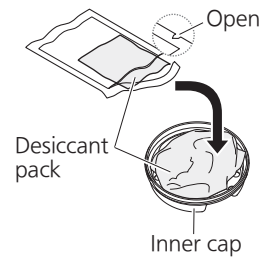
- 1** Unscrew the lid and take the plastic bag containing desiccant out of the hearing instrument dryer.



- 2** Twist the inner cap clockwise and detach it from the lid.

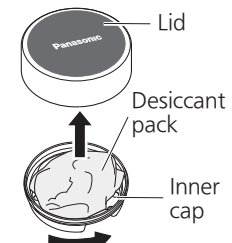


- 3** Take the desiccant pack out of the plastic bag and put it on the inner cap.



- When you open the plastic bag, be careful not to tear the desiccant pack.

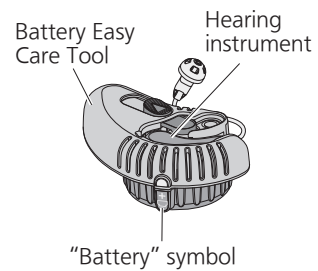
- 4** Screw the inner cap back on the lid.



Reference

## Setting the hearing instrument in the hearing instrument dryer

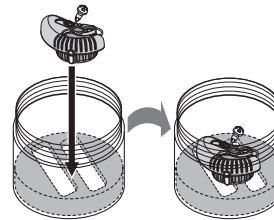
- 1 Set your hearing instrument in the Battery Easy Care Tool.



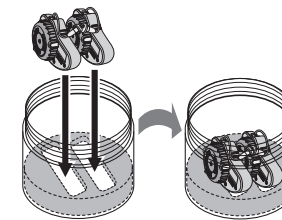
- Make sure that the dial snaps into the "Battery" symbol; air exposure to the battery will decrease the service life time.

- 2 Set the battery easy care tool in the hearing instrument dryer.

[Monaural]



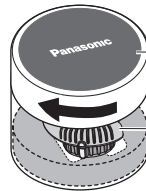
[Binaural]



- Do not remove the battery from your hearing instrument.



### 3 Screw the lid until tightly closed.



Lid

Battery Easy Care Tool  
containing the hearing  
instrument

#### CAUTION

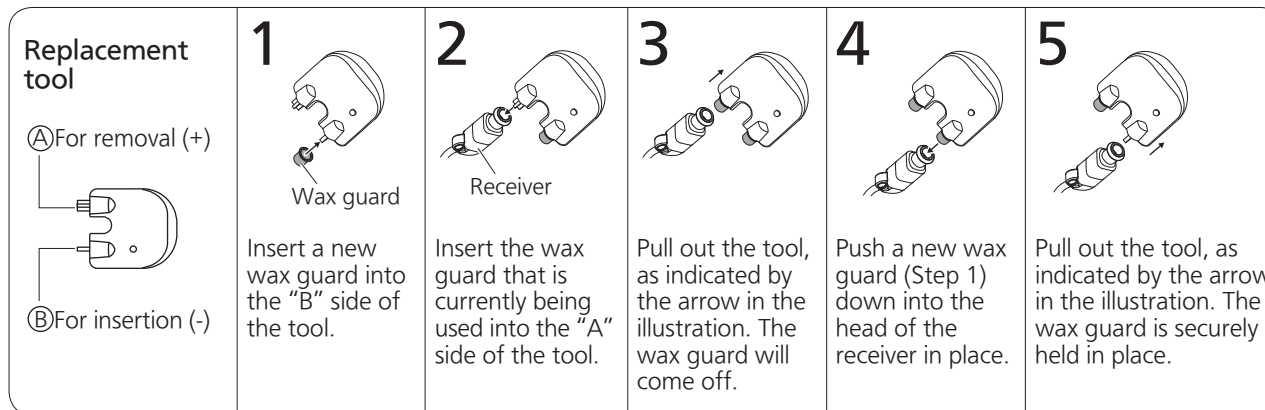


- Desiccants are not edible. Keep them away from children and pets.
- Do not place the battery directly in a hearing instrument dryer. Once activated, the battery will be consumed quickly as its chemicals tend to dry out. This will significantly shorten the battery service lifetime.

- The hearing instrument dryer removes accumulation of moisture in the hearing instrument. Moisture can damage the internal, electronic components. For optimum hearing instrument care, it is recommended to use a hearing instrument dryer before retiring for the night so it will take away moisture overnight.
- Before using the hearing instrument dryer, wipe off any dirt, dust, oil or sweat that is left on the hearing instrument and battery with a clean soft cloth.
- A tiny packet of silica gel is included in the hearing instrument dryer. Make sure that the lid is on tight. If the lid is loose or off the case, the silica gel will absorb moisture from the outside air.
- Blue silica will slowly change its color as it absorbs moisture. When it reaches its saturation point and turns pink, replace it with a new one. Silica gel packets are available at your dispenser.

## Wax guard replacement (Consult your dispenser)

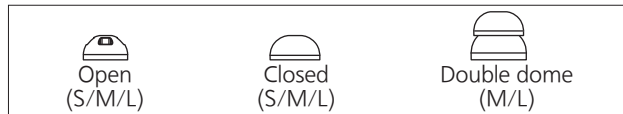
A wax guard is attached to the head of the receiver. If you feel that sounds are too muffled, or you have experienced a clogged feeling in your ears, you may have dirt, dust and wax build up in the wax guard. Replace a dirty wax guard with a new one. It can affect the performance of your hearing instrument.



• Use only the supplied wax guard.

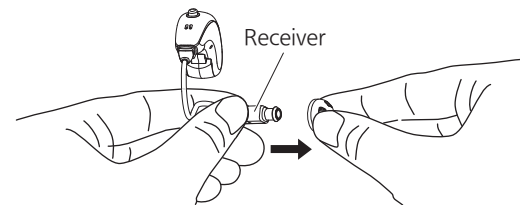
## Removing the eartip (Consult your dispenser)

Choosing the right receiver unit and eartip is essential to comfort, a secure fit, and an appropriate directional response from the hearing instrument. Panasonic's eartips are available in different sizes and types.



- The double-dome eartip supports the increased power receiver only.
- An open fitting is non-occluding, comfortable fit with a natural sound. A closed fitting has the advantage of increased gain, minimizing problems with feedback. A double-dome fitting is more stable ensuring less sound leakage out of the ear canal. Comfort may be an issue for those who wear them for long periods of time. Your dispenser will select the most suitable eartip. If you want to try on different sizes or types, contact your dispenser for assistance and replacement eartip.

Holding the receiver, remove the eartip.

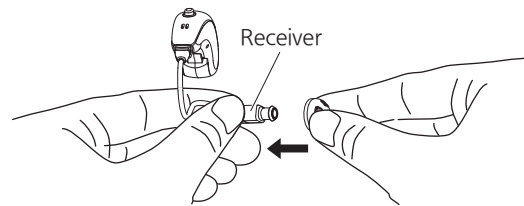


### CAUTION

- If the eartip comes off and sticks in your ear, never attempt to remove it with use of any device. Consult your physician immediately.
- Never use a damaged eartip.

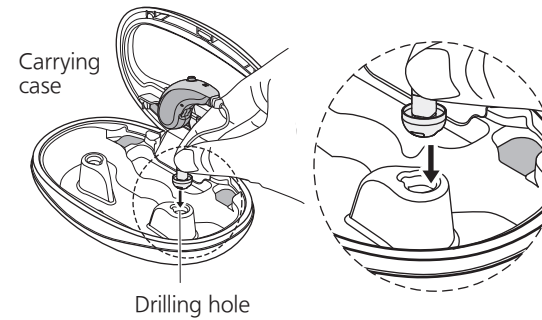
## Attaching the eartip (Consult your dispenser)

**1** Attach the eartip to the receiver.



- Holding the receiver with your thumb and forefinger, gently push the eartip into the receiver.

**2** Squeeze the eartip attached to the receiver down into the drilling hole until it is securely in place.

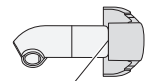


- Do not hold the tube with excessive force.

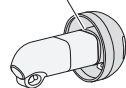
### 3 Make sure that the eartip is securely attached to the receiver.

- The eartip must be securely attached, as indicated in the illustration below.

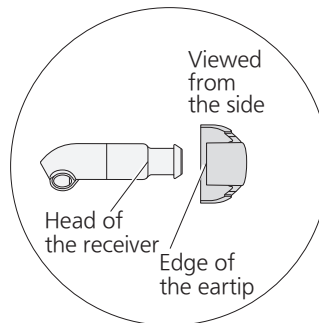
#### [Correct]



The head of the receiver is not visible.



- The above illustration shows an eartip in size M.

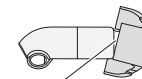
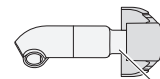


Viewed from the side

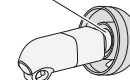
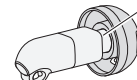
Head of the receiver  
Edge of the eartip

#### [Incorrect]

The head of the receiver is loose, not firmly fastened or securely attached.



The head of the receiver is visible.



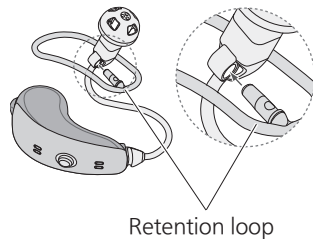
- Be sure to bridge a gap by squeezing the eartip down into the receiver.

- If the eartip is not securely attached, it may come off and remain in the ear. Make sure that the receiver fits snugly in the eartip, otherwise squeeze the eartip all the way down into the receiver.

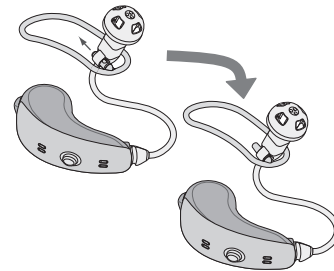
## Retention loop setup (Consult your dispenser)

If your eartip easily slips out of the ear, you can try the supplied retention loop for better hearing.

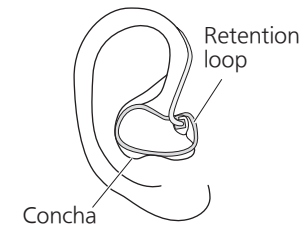
- 1 Get the retention loop in the right direction, and pass the receiver unit through the loop. Insert the hook of the retention loop into the slot of the receiver unit.



- 2 Pull the loop, as indicated by the arrow in the figure below. Make sure the receiver unit is held steadily in the retention loop.

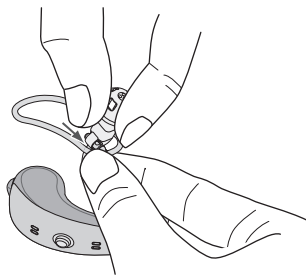


- 3 Position the retention loop in the concha of the ear after inserting the eartip into the ear.



### Removing the retention loop

Holding the receiver with your fingers, twist and pull the retention loop off, as indicated by the arrow in the figure.



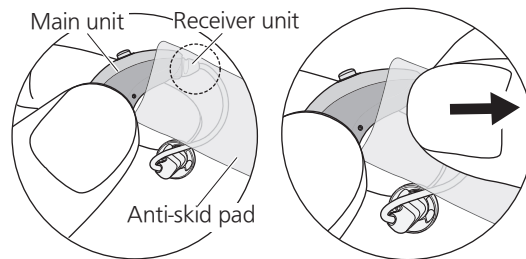
### CAUTION

- Use only the supplied retention loop. Use of other retainers may cause hearing damage.
- Make sure that both the eartip and retention loop are securely attached to the receiver, respectively.

## Receiver unit replacement (Consult your dispenser)

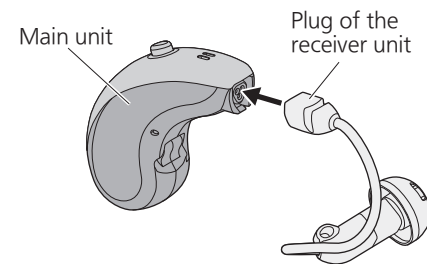
Receiver units are available in sizes 0, 1, 2 and 3. If your receiver does not fit properly, then consult your dispenser.

- 1 Holding the main unit, pinch the plug of the receiver unit with an anti-skid pad\* to detach the receiver unit from the main unit. Do not twist or pull too hard.



\* Anti-skid pads are not included in the package.

- 2 Insert the plug of the receiver securely into the main unit as indicated in the figure below. Make sure that the receiver unit is facing in the right direction.



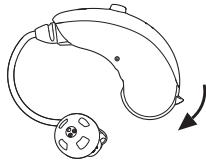
- Use only the supplied receiver unit. Use of other receivers may cause hearing damage.
- Make sure that the battery has been removed when inserting or removing the receiver unit.



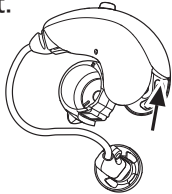
# Top cover replacement (Consult your dispenser)

## Removing the top cover

**1** Open the battery compartment door.



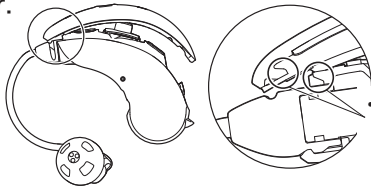
**2** Lift the area indicated by the arrow in the figure at right.



## Installing the top cover

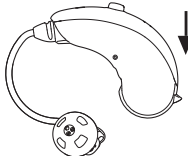
Be sure to follow the instructions below. An attempt the other way may crack or break the top cover.

**1** Insert the top edge to bottom edge of the cover.



• The tabs are held securely in place.

**2** Make sure that the cover fits snugly.



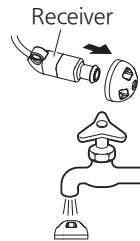
Reference

## Cleaning and maintenance (Consult your dispenser)

### Cleaning the eartip

Clogged eartips can affect your hearing. To optimize the performance of your hearing instrument, clean out your eartip.

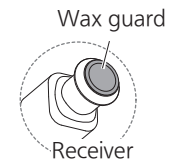
- Before cleaning, remove the eartip from the receiver.
- If it is heavily soiled, wash it off with lukewarm water and mild soap.
- Allow it to air dry completely in a well-ventilated place. Make sure that it is completely dry before attaching it back to the receiver.



### Wax guard replacement

Remove the eartip. The wax guard is fixed in the head of the receiver.

- If the wax guard is clogged, it has to be replaced with a new one. A dedicated replacement tool needs to be used, so contact your dispenser.



**CAUTION**

### Cleaning the hearing instrument

- Wipe it gently with a soft cloth. Never use organic solvents such as alcohol, paint thinner, or benzene. Failure to heed this caution may result in deformation of the hearing instrument or cracking on the surface.
- Wipe off any sweat, dirt, dust or oil that is left on the hearing instrument with a clean soft cloth and avoid exposure to direct sunlight or high temperatures and humidity.

Reference

### **CAUTION**

- If the eartip comes off and remains in the ear, never attempt to remove it with use of any device. Attempting to remove it on your own may cause damage to the ear. Consult your physician immediately.

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## For first-time users

When you start using your hearing instrument for the first time, you may need time to adjust to the amplified sound. Gradually increase the time and occasion of use to enhance your awareness of sounds and their sources as described in the illustration below. With practice, you should become accustomed to the amplified sound and want to wear your hearing instrument regularly.

**1** Listen to your own voice in a quiet environment



**2** Talk with your family or friends in a quiet environment



**3** Listen to TV sound at the same volume as others



**4** Talk with several people (4-5) in a quiet environment



- Do not increase the volume of the hearing instrument from the beginning. High volume can cause fatigue.

## Troubleshooting guide

This section discusses a general approach to solving problems related to design and operation of the hearing instrument. Narrow down the problem area, identify the source of the issue, and provide workarounds. If the problem still remains unresolved, write down any error conditions encountered error codes and problem description then contact the dispenser you purchased your hearing instrument from. Your dispenser is indicated on the back page of this document.

Symptom	Probable cause	Corrective action / Workaround	Page
Acoustic feedback or whistle sound is produced.	The eartip does not fit your ear.	Insert the eartip into the ear properly. If you do not feel the eartip fits, consult your dispenser. Comfort may be an issue for those who wear for long periods of time. Your dispenser will select the most suitable by effectively minimizing uneasiness and feedback.	25 35-37
The sound is too low or quiet.	The remaining battery power is low.	Replace the old battery with a new one.	21-24
	The eartip is plugged up with earwax, dirt, or other foreign particles.	Consult your dispenser for cleaning.	41
	The wax guard is completely clogged.	Consult your dispenser for replacement.	34

Reference



Symptom	Probable cause	Corrective action / Workaround	Page
A loud noise is frequently generated. (Alarming chime, beeping sound)	The remaining battery power is low.	Replace the old battery with a new one. If it does not work, open the battery cover, wait for 30 seconds then close back again.	18 21-24
	The hearing instrument is turned on as soon as a battery is inserted.	Turn off the hearing instrument, wait for about 30 seconds, and turn it back on again. If it does not work, replace the battery with a new one.	
No sound is produced.	The hearing instrument is powered off.	Close the battery door completely then turn on the hearing instrument.	26
	The remaining battery power is low.	Replace the old battery with a new one.	18 21-24
	The battery is installed improperly.	Insert the battery correctly. Be sure to use a correct zinc air battery.	

## How family and friends can help

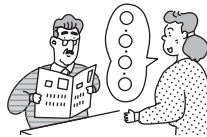
Family members and friends can play a major supportive role in the life of hearing-impaired people. They may feel helpless, not being able to communicate effectively. Be supportive of any emotions the hearing-impaired person may be experiencing and help prevent them from being socially isolated. The more practice and experience they have in various listening situations, the more accustomed they will be to the hearing aid. The following strategies can help when communicating with a person with hearing loss.

### 1 Reduce the distance between you and the listener



Be sure to look directly at the person when speaking. Use facial expressions, gestures and body language to give clues.

### 2 Speak slowly and clearly



Speak at a reasonable speed to allow the listener time to fully comprehend the conversation.

### 3 Speak naturally



Avoid loud speech because the hearing instrument turns the sound up and the words are much harder to understand.

### 4 Repeat yourself if necessary, using different words



If the person's reply doesn't make sense, repeat what you said with different words.

# Performance

The performance is as follows when the zinc air battery PR48/13 1.3 V is used;

## Standard type

According to IEC 60118-7: 2005	
Battery current	0.9 mA
Maximum OSPL90	114 dB SPL
HFA OSPL90	107 dB SPL
Maximum full-on gain	49 dB
HFA full-on gain	42 dB
Reference test gain	30 dB
Bandwidth	Less than 200 Hz - 9 770 Hz
Equivalent input noise level	25 dB
Total harmonic distortion	500 Hz: 5 % 800 Hz: 5 % 1 600 Hz: 5 %
Dynamic AGC characteristics	Attack Time: 1 ms Release Time: 700 ms

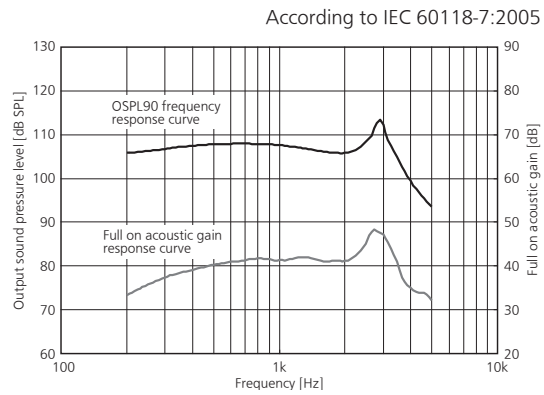
According to ANSI S3.22-2003 (Includes April 2007 Erratum)	
Battery current (Battery current drain)	0.9 mA
Maximum OSPL90	114 dB SPL
HFA OSPL90 (Average saturation output)	107 dB SPL
HFA full-on gain (Average full-on gain)	42 dB
Reference test gain	30 dB
Frequency range	Less than 200 Hz - 9 770 Hz
Equivalent input noise level (Equivalent input noise)	25 dB
Total harmonic distortion	500 Hz: 5 % 800 Hz: 5 % 1 600 Hz: 5 %
Dynamic AGC characteristics	Attack Time: 1 ms Release Time: 700 ms

Reference

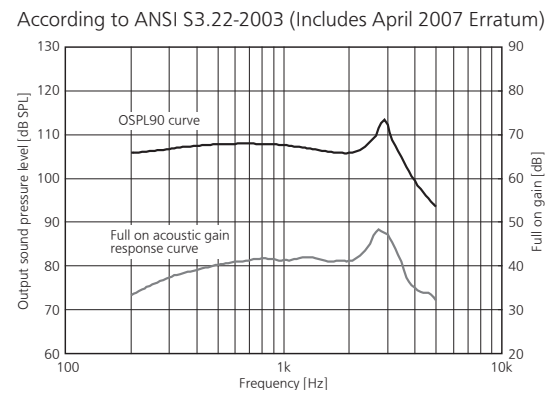
# Performance (Continued)

## Standard type

- OSPL90 frequency response curve and Full on acoustic gain response curve

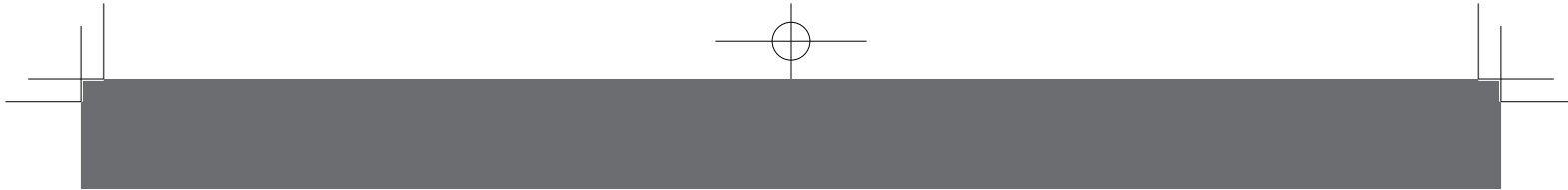


- OSPL90 curve (Saturation output curve) and Full on gain response curve



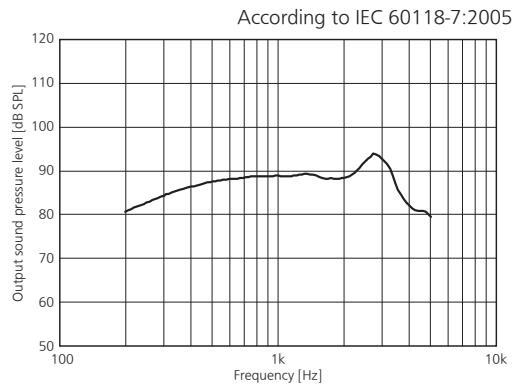
Reference



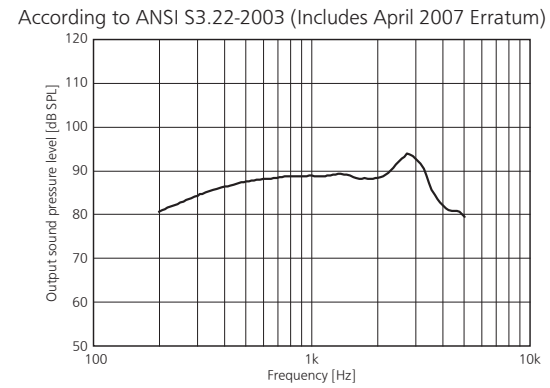


## Standard type

### ■ Basic frequency response curve



### ■ Frequency response curve

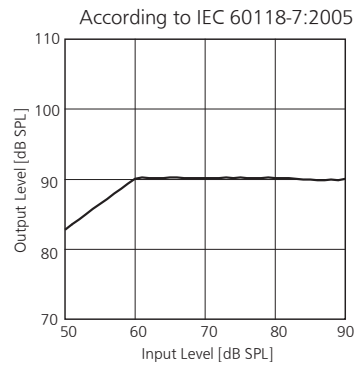


Reference

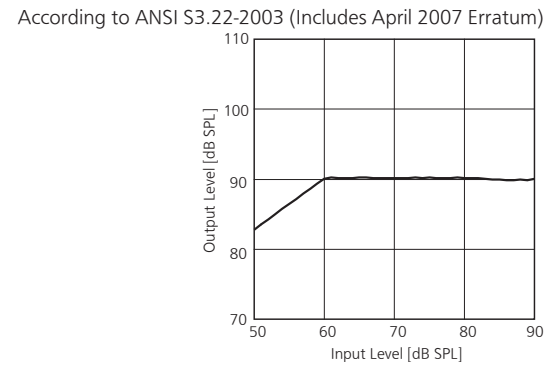
# Performance (Continued)

## Standard type

### ■ AGC Steady state input-output characteristics



### ■ AGC input-output characteristics (input-output curve)



Reference

### Power type

According to IEC 60118-7: 2005	
Battery current	1.0 mA
Maximum OSPL90	121 dB SPL
HFA OSPL90	117 dB SPL
Maximum full-on gain	58 dB
HFA full-on gain	52 dB
Reference test gain	40 dB
Bandwidth	Less than 200 Hz - 8 000 Hz
Equivalent input noise level	25 dB
Total harmonic distortion	500 Hz: 5 % 800 Hz: 5 % 1 600 Hz: 5 %
Dynamic AGC characteristics	Attack Time: 1 ms Release Time: 700 ms

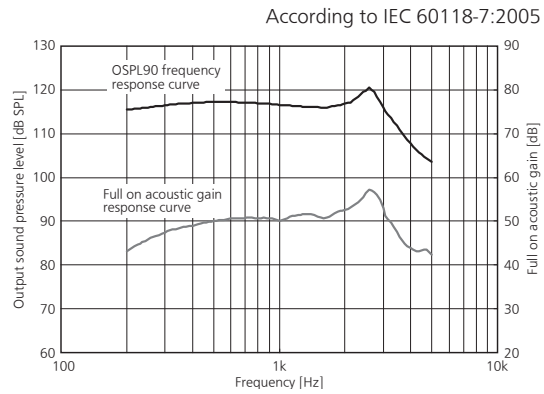
According to ANSI S3.22-2003 (Includes April 2007 Erratum)	
Battery current (Battery current drain)	1.0 mA
Maximum OSPL90	121 dB SPL
HFA OSPL90 (Average saturation output)	117 dB SPL
HFA full-on gain (Average full-on gain)	52 dB
Reference test gain	40 dB
Frequency range	Less than 200 Hz - 8 000 Hz
Equivalent input noise level (Equivalent input noise)	25 dB
Total harmonic distortion	500 Hz: 5 % 800 Hz: 5 % 1 600 Hz: 5 %
Dynamic AGC characteristics	Attack Time: 1 ms Release Time: 700 ms

Reference

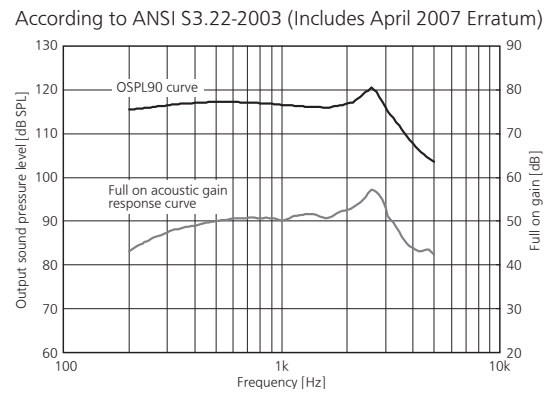
# Performance (Continued)

## Power type

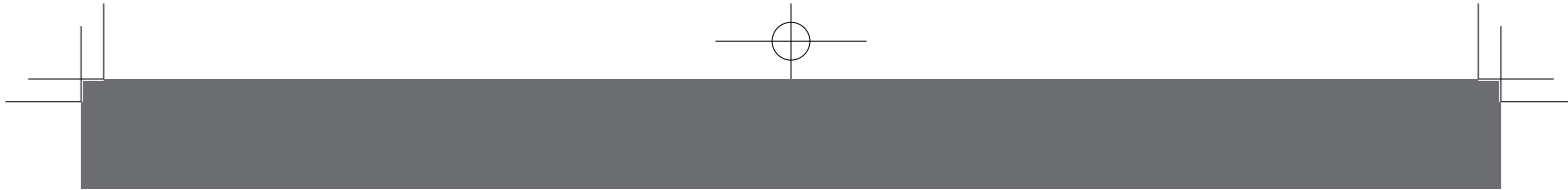
- OSPL90 frequency response curve and Full on acoustic gain response curve



- OSPL90 curve (Saturation output curve) and Full on gain response curve

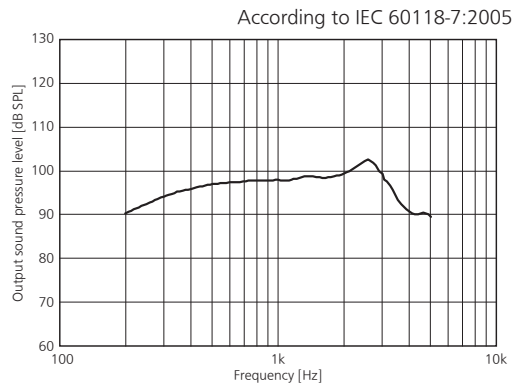


Reference

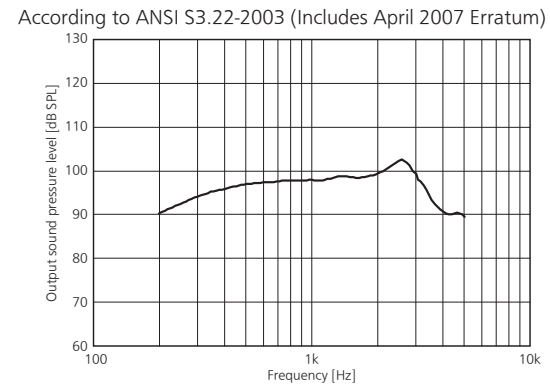


## Power type

### ■ Basic frequency response curve



### ■ Frequency response curve

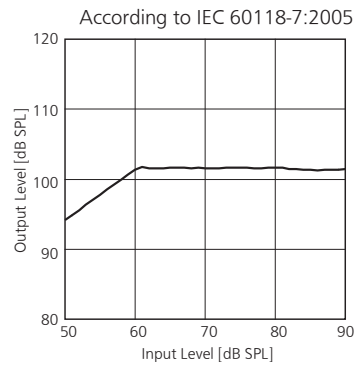


Reference

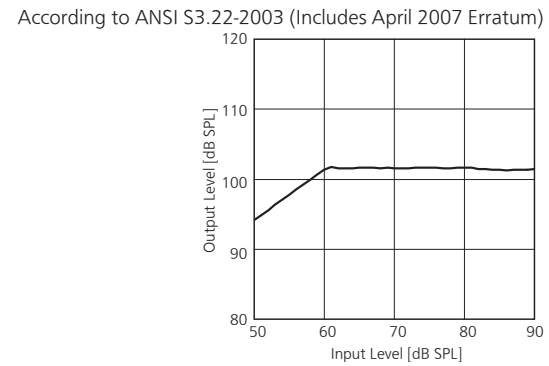
# Performance (Continued)

## Power type

### ■ AGC Steady state input-output characteristics




### ■ AGC input-output characteristics (input-output curve)



Reference






# Specifications






Transport/Storage temperature	-10 °C to 50 °C [14 °F to 122 °F]
Transport/Storage relative humidity	20 % to 85 %
Additional installed circuit	Adjustment through the dedicated controller unit. WH-R17C: Gain for 16-channel model WH-R15C: Gain for 12-channel model WH-R13C: Gain for 9-channel model
Mass	Approx. 2.1 g [Approx. 0.07 oz] (with the zinc air battery)
Dimensions	32.5 mm (W) × 19.1 mm (H) × 8.5 mm (D) [1.28" (W) × 0.75" (H) × 0.33"(D)]
Classification	Internally powered equipment
	 BF type applied part

According to UL 60601-1:2003 R6.03

# Information

## Symbol Indications

 SN	Symbol for "SERIAL NUMBER"
	Symbol for "DATE OF MANUFACTURE"
	Symbol for "TEMPERATURE LIMITATION"
	Symbol for "KEEP DRY"
	Symbol for "MANUFACTURER"

	Symbol for "THIS WAY UP"
	Symbol for "HANDLE WITH CARE"
	Symbol for "STACKING LIMIT BY NUMBER"
	Symbol for "Zinc air battery"
	General symbol for recovery/recyclable





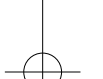
## Disposal Guidelines



### Hearing instrument

- Consult your dispenser where you purchased your hearing aid for advice on how to dispose of your hearing instrument. Make sure that the hearing instrument is disposed of properly, so the waste will undergo necessary treatment, recovery and recycling and thus prevent potential negative effects on the environment and human health.

### Battery disposal

- For battery disposal, follow the battery disposal guidance based on the current United States federal laws and regulations. Many states have regulations in place requiring some form of battery recycling. The regulations of some states may require recycling for certain types of batteries different than other states. If you are using batteries outside the United States, other nations may regulate waste based on different criteria. Confirm the status of batteries in the nation where disposal occurs.
- 

## Information (Continued)

**For your reference (Fill out when you purchase your hearing aid)**

Name of owner:
Hearing instrument dispenser:
Dispenser address:
Dispenser phone:
Purchase date:
Hearing instrument model number:
Hearing instrument serial number*:
Receiver model number:
Receiver serial number*:

Reference

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\*The serial number is printed on the package label.

# FCC compliance

FCC ID : ACJ927150TX

This device complies with Part 15 of the FCC Rules.

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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 equipment 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.



## Warranty and customer service

### Warranty

The Limited Warranty document is enclosed together in the package.

Make sure that it is filled in with date of original purchase, name of dispenser, and other important information.

Keep it in a secure place.

### Customer Services Directory (United States)

Obtain product information and operating assistance and locate the nearest dispenser by visiting our website

at: <http://www.panasonic.com/hearing>

You may also contact us directly at: 1-888-422-6309



[Distributor]

**Panasonic Corporation of North America  
Healthcare Group**

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Telephone No. 1-888-422-6309

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